



## **WARRANTY STATEMENT**

**(VALID FROM DATE OF INVOICE)**

**UPDATED and EFFECTIVE 15<sup>TH</sup> May 2016**

**KOPA FIXTURES - 3 YEARS (UPGRADED)**

**KOPA DRIVERS - 2 YEARS**

**KOPA PROVIDES A WARRANTY BASED ON THE FOLLOWING TERMS AND CONDITIONS:**

- This warranty is clearly a back to base, repair or replacement warranty.
- The product is used in accordance with the installation sheets provided, and installed by a qualified Electrical Contractor to Local, State and Country electrical code.
- The product is protected by surge protection equipment.
- The product must be operated within an ambient temperature range not exceeding 25 degrees Celsius (interior) 40 degrees Celsius (above ceiling or exterior).
- The light output will deteriorate throughout life in-line with usage and on-site conditions.
- The failure of one or more LED's in an array does not necessarily represent a product failure.
- Kopa accepts no responsibility for damage to ancillary equipment or any inconvenience caused by the failure of our products.
- High voltage insulation tests may permanently damage electrical components and will therefore automatically void warranty.
- Proof of purchase will need to be provided with any warranty claim made.
- Requests for replacements prior to a full assessment being completed are chargeable in full and remain chargeable should any returned product be repairable.
- Luminous flux variations on subsequently delivered luminaires may occur due to ongoing technical developments.
- The fulfilment of a warranty claim does not affect an extension of the warranty period

## **ANTICIPATED FAILURE RATE – LUMEN DEPRECIATION**

Electronic LED Driver = 0.2% per 1000 burning hours

LED fixtures = 0.6% per 1000 burning hours

Once a product is returned and deemed to be a valid warranty claim, we will at our discretion repair or replace the product. The design, dimension and or performance of any product replaced may be different to the product returned. Kopa reserves the right to make changes to products without notice.

## **NOT COVERED UNDER WARRANTY**

- Any ancillary costs which may occur during the process of removing and or replacing a faulty product. This would include costs relating to freight, access equipment hire, loss of trade,
- Parts subject to normal wear
- Products and or components subject to the ingress of water or moisture
- Re-programming
- Product damaged by in-correct installation
- Product which has been tampered with
- Product damaged by the effects of EOS (Electrical Over Stress)
- Product damaged in transit
- Product which has been covered or encapsulated in insulation
- Colour tolerance of Led's.

**PLEASE REFER TO THE KOPA WEBSITE ([www.kopaglobal.com](http://www.kopaglobal.com).) TO DOWNLOAD A COPY.**