

## **Warranty Policy-**

Heathfield LED will honour this warranty on any products that fail during normal use due to manufacturer's defect and have been installed and connected properly.

Once received our technicians will determine the cause of defect.

Heathfield LED warrants that the goods are free from manufacturing defects in material and workmanship under normal use and service for a warranty period as stated on the product web page from the date of purchase. Warranties do not extend beyond the original end user . Claimant must furnish proof of date of purchase.

Heathfield LED will provide a repair or replacement goods or may opt to reimburse the purchase price if that is infeasible. Company's sole liability with respect to any defect shall be for the repair or replacement of the defective goods.

**HEATHFIELD LED WILL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF OR IN CONNECTION WITH THE USE OR PERFORMANCE OF THE GOODS OR SERVICES OR OTHER INDIRECT DAMAGES WITH RESPECT TO LOSS OF PROPERTY, REVENUES, LIFE OR LIMB, PERSONAL INJURY, AND CLAIMANT'S REMEDIES SHALL BE LIMITED TO REPAIR OR REPLACEMENT OF NON CONFORMING GOODS OR SERVICES.**

### **Heathfield LED Ltd**

Unit O, Westmead Ind Est,  
Westmead Drive, Swindon,  
Wiltshire, SN5 7YT  
T 01793 617376  
E [info@heathfieldled.co.uk](mailto:info@heathfieldled.co.uk)

[www.heathfieldled.co.uk](http://www.heathfieldled.co.uk)

Company Number: 7366136  
Vat Reg No: GB 998 8098 25  
WEEE No: WEE/HD2209UW

Here is a list of exceptions to our warranty policy:

- Damage due to mishandling or abuse of the product.
- Not using a voltage regulated power supply to connect LED products or controls.
- Connecting LEDs to the wrong Output Voltage.

Example: connecting a 12VDC system to a 24VDC power supply.

- Improper connection of power supplies, LED products or controls.
- Connection of LED products or controls directly to any A/C power source.
- Using products in an extremely hot environment.

Example: using a non ventilated fitting in direct 120° sunlight.

- Water damage to non waterproof products.
- Electrical power surges.

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- **Note:** It is recommended that if there is a possibility of power surges then you should consider a surge protector for the incoming A/C power lines

- Acts of God.

Example: Lightning, electrical storms, flooding, tornado, fire, wind.

- Products or electronic components that have been modified by the user.
- Products used for purposes other than intended and directed.
- Products damaged by connection to LED systems or components not purchased from Heathfield LED.

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## **5 YEAR GUARANTEE ON LAMPS & LUMINAIRES**

**Most of our products are rated at >50,000 hours and some are rated at >10,000 hours\*- both options have been driven by different needs and requirements from our customers. There is an option of extending the >50,000 hour rated products to have a 5 year guarantee\*\* against failure. We have supplied many sites in the UK where the lamps or luminaires have exceeded 5 years, so we are confident in their reliability giving you peace of mind.**

**\*>10,000 hour rated products or emergency battery packs/emergency fittings, sensors (either internal so includes the luminaire in this case or external to the fitting) cannot be extended and come with a 1 Year Guarantee**

**\*\*>50,000 hour rated products can be supported by the 5 Year Guarantee on LED lamps and luminaires if you fill in the online form (apart from listed above \*) – please see link below to apply using the Guarantee Registration Form. You must register for a 5 Year Guarantee within 30 days of purchase or it will not be valid. If you haven't completed the Guarantee Registration Form then the products purchased will revert to a standard 2 Year Guarantee (for products listed at 50,000 hours only).**

**N.B – We will not be able to offer the 5 year warranty for all products. This will be application dependant.**

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