

AXALIGHT

WARRANTY & SUPPORT

AXALIGHT is proud to offer a five year product warranty to our customers. All AXALIGHT product ranges are automatically covered by the our five year product warranty.

OUR COMMITMENT TO YOU

- We warranty that AXALIGHT products will be free from any defects in manufacturing workmanship and materials.
- The warranty will run for five years from the date of your original purchase.

YOUR COMMITMENT TO US

- Ensure that the AXALIGHT products are used in accordance with our specifications.
- Check often to ensure correct operation.
- Ensure fixtures are not operated in direct sunlight where they will be ineffective.
- Ensure colour changing “dynamic” products are not operated with all channels full on for excessive periods of time.
- Ensure single colour “static” products are not used 24/7 but in a typical night-time or on demand operating cycle.
- Perform any necessary maintenance as specified in our instruction manuals.
- Promptly seek service requirements from AXALIGHT or our representatives.
- Isolate and protect suspected faulty fixtures from further degradation or damage.
- Use exterior mounted IP rated luminaires daily. If not further protection from the elements must be provided.
- Protect fixtures from high pressure water / steam / sand cleaner jets.

WHAT IS INCLUDED

- Materials required to repair defective units.
- Labour required to repair the defective units.
- Unlimited telephone / email support.

WHAT IS NOT INCLUDED

- Transport, customs costs, duties or tax.
- Local on-site labour, services and costs to facilitate the AXALIGHT product warranty.
- Use not in accordance with the instructions and specifications.
- Damage due excessive use and/or use in excessive ambient temperatures.
- Use in excess of 22,500 hours at high power, 100,000 hours in dynamic use.
- Damage due to cable connections not made watertight when exterior rated units are used in damp or wet environments.
- Damage caused by repairs made any persons not authorised by AXALIGHT.
- Transport and handling damage.
- Subsequent costs or loss of business.

NEED MORE INFO?

- If you have any questions about the AXALIGHT warranty, please contact info@axalight.com.
- Talk to your local AXALIGHT representative about your service plan, including an optional on-site service arrangement.