

REDi-lite Warranty Policy

Thank you for choosing REDi-lite Products. In order to guard both seller and buyer interests, Warranty Terms and Conditions are specified by REDi-lite below. This Warranty applies to REDi-lite Products only sold by authorized REDi-lite dealers.

In addition to guarantees afforded under Australia Consumer Law we provide a warranty of:

- 7 year warranty on REDi-lite LED Light fittings.
- 5 year warranty on REDi-lite 'SPECTRA' and 'ORSOM' Drivers.
- 5 year warranty on all REDi-lite approved parts and accessories.
- Solar Panels- 5 year warranty on materials and workmanship, 10 years 90% of rated output, 20 years 80% power output.

The warranty Period starts from the date of the purchase of the Product. REDi-lite warrants that each product will be free from defects in material and workmanship. The forgoing warranty shall be valid for the period mentioned in this policy or sales agreement. If a product fails to operate, REDi-lite shall provide free replacement of the failed product subject to the warranty policy and limited warranty terms and conditions set forth below.

1. The limited warranty only applies when the product has been properly wired, installed and operated within the electrical values, operating range, environmental conditions provided in the product specifications, application guidelines and other document provided by REDi-lite.
2. The limited warranty is void if the product is not used for the purpose for which it has been designed.
3. The limited warranty is void if any external products that are not approved by REDi-lite are used in conjunction with the REDi-lite system.
4. This warranty does not apply to damages or defects arising because of abuse, improper power supply, misuse, abnormal use or use in violation of any applicable standard, code and instructions, by accident, lightning, ingress of water, fire or acts of God.
5. The warranty shall be void in the event of any repairs or alterations made to the product by any person not duly authorized by REDi-lite in writing.
6. If the Product is purchased from a REDi-lite authorized dealer, the Warranty claim must be reported to the REDi-lite authorized dealer (the original place of purchase) first.

All warranty Periods mentioned are subject to a REDi-lite representative having access to the failed products or systems for verification. Warranty Claims must be reported to REDi-lite or a REDi-lite authorized dealer within 30 days after the discovery, specifying at least the following information:

- Detailed problem descriptions which includes photo, video (on request) or other proofs i.e.
- Invoice, application and operating environment.

Where the Warranty Claim is justified, REDi-lite shall repair or replace the failed product. REDi-lite is not responsible for any freight costs incurred. For purpose of clarity, the replacement or repair of the faulty product does not include removal and/or reinstallation expenses.