



Warranty Terms and Conditions

The warranty detailed below is provided by OrangeTeK Ltd and is provided to cover Orangetek exterior lighting products (hereafter referred to as 'products') sold and distributed by Orangetek UK. This warranty and the terms set out within are in relation the Orangetek products, supplied for use within the European Union by Orangetek UK Ltd to its customers.

1. Warranty Period

Orangetek warrant that each product will be free of defects in workmanship and/or materials subject to the limitations specified within this document for a period of SIX (6) years or 25000 hours for the Xitanium driver and TWELVE (12) years or 50,000 hours (whichever occurs soonest) for all lantern components for the products listed within Appendix 1.

2. Warranty Coverage.

This warranty provides the purchaser and end user warranty cover against defects, workmanship and lumen output for a period stated in section 1.

2.1 Workmanship

The products are warranted against poor workmanship in the production and manufacture of the products. This includes, structural integrity, fastenings, fittings and clasps, paintwork, and associated approved adaptors supplied by Orangetek UK.

2.1.1 Structural Integrity: A warranty claim under structural integrity will be valid should any part of the lantern display signs of fatigue, including cracks, fractions, and breakages occurring during the normal intended use for which the product has been designed.

2.1.2 Fastenings, fittings and clasps: A warranty claim under Fastenings, fittings and clasps will be valid should any of these items fail to operate in the designed manner, including failures resulting in alignment, securing, or IP rating failure occurring during the normal intended use for which the product has been designed

2.1.3 Paintwork: A warranty claim under paintwork will be valid should a failure in the internal or external paintwork of the lantern reveal the lantern stratum subject to the failure occurring during the normal intended use for which the product has been designed.

2.2 Performance

2.2.1 Light output: The performance of the lantern will be measured by light levels on the surface to be illuminated. If the lumen output of the product drops below L80 during the warranty period a warranty claim may be made. The L80 level will be taken as 80% of the lighting levels from the TR28 checks after installation. If no post installation TR28 check were carried out L80 will be taken as 80% of the final design value in in lighting reality calculations and verified on site by the use of a calibrated light meter.

3. Exemptions

The following exemptions will be excluded from any warranty claim:

- Damage or failure to perform due to force majeure or failure to adhere to any acceptable standards and regulations applicable to the installation and operation of the product applicable to the customer.



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- Failure in operation, performance or structure where Orangetek have complied with a customer's written briefs or specifications.
- Failure to perform or damage caused by electrical supply spikes, and under/over voltage, and other electrical supply conditions which are beyond the specified operational requirements of the product.
- Damage caused by act of nature – such a lightning strike, or through external causes such as chemicals damaging the paintwork.
- Catastrophic failure of less than 3% of the total number of LEDs contained within the product (rounded up to the nearest whole number)
- Parts and accessories added to the lantern after delivery to the customer including but not limited to telemanagement and CMS controllers, photocells, 3rd party additions not authorised by Orangetek, e.g. CCTV camera's.
- Normal wear and tear associated with product.

4. Warranty Claims

The warranties specified in this warranty document and the only warranties given by Orangetek for the products listed in Appendix 1. In the event of a warranty claim to the products the claim shall not exceed the original payment price of the product by the customer. The customer shall not be entitled to claim or request any contract extensions, price reductions or termination of any supply contract or outstanding products of existing orders placed with Orangetek.

All products listed in appendix 1 are warranted by Orangetek, no other party is authorised to issue, modify or change the terms of this warranty statement.

Should a claim be made against this warranty, the claim must be made in writing within 1 calendar month (31 days) of the verification of the defective product.

To enable any claim, the customer must provide:

- Installation date and location (column number, street name, town)
- Name type and quantity of product claimed against
- Orangetek invoice and delivery note relating to the products claimed against.
- Description of the failure, and details of any steps taken by the customer to rectify the fault.

The customer may not ship a product back to Orangetek without the issue of an RMA number for that/those products.

The warranty period for any repaired or replaced products shall be the remainder of the initial warranty period of the original product.

Appendix 1.

Standard warranty example - For your personal warranty statement please contact your sales representative.