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**EcoMatters<sup>®</sup>**

**LED LIGHTING PRODUCT  
WARRANTY AGREEMENT**



## ECOMATTERS LED LIGHTING WARRANTY AND WARRANTY CLAIM PROCESS

EcoMatters offers product and labour warranty according to the type of the product from the date of delivery. The labour for the replacement of products and spare parts to which this warranty applies will be supplied by or its authorised agent according to the warranty period from the date of delivery. Please refer to the Warranty Period table on page 3.

The following procedure details the steps and obligations of EcoMatters and the customer to facilitate a warranty claim.

The warranty period is based on lamp operation of 12 hours a day / 7 days a week. If a product fails to operate in accordance with this limited Warranty, EcoMatters will, at its sole option, replace the product with the same or a functionally equivalent product or grant purchaser a credit for a future Product purchase. The warranty period commences from the date of delivery. The Warranty covers the repair or, at the option of EcoMatters, the replacement of any products that are defective through faulty manufacture, provided that the product has been used for compliant installation.

All parts proven to be faulty will be replaced upon presentation of the Proof of Purchase to the original purchaser, provided that:

Purchase receipt for the product ( the VEET/ESS registration documents are available for inspection by EcoMatters ). Installation company / Accredited Person must inform EcoMatters if the product was used as “modification” or “retrofit” and provide relevant VEET/ESS assignment form or any relevant document.

Each lighting upgrade project must demonstrate compliance with the relevant sections of AS/NZS 1680.

Installation company / Accredited Person will need to contact and send written reports containing VEET/ESS assignment form or relevant document to EcoMatters warranty team at [warranty@ecomatters.com.au](mailto:warranty@ecomatters.com.au) or contact (03) 9357 5541 for warranty to be arranged.

EcoMatters will not be responsible for warranty of none-compliant installation such as substandard/satisfactory lighting design, dirty/broken diffuser, and any other none product related issues.

EcoMatters does not provide warranty for LED panel light discoloration, color temperature shift after installation. EcoMatters LED panel light can not be used in conjunction with any other brand's LED driver.



Damage or problems or unsatisfactory performance caused to the products by abnormal use or stress, including under/over voltage conditions, excessive switching cycles, and operation at an ambient temperature higher than the normal specified operating range of the system, faulty or incorrect external electrical wiring, improper power supply, voltage fluctuations, power surges that exceed product specification or electromagnetic interference not originating within the product and the operating conditions.

Damage or problems resulting from incorrect or poor installation, handling, storage, alteration or service, any abuse, misuse, abnormal use or use in violation of any applicable standard, code or instructions for use in installations including those contained in the latest National Standards.

Damage or problems caused by storm, fire, flood, vandalism, misuse, negligence, Acts of God, earthquake, war, vermin, foreign matter entering the product (e.g. dirt and moisture) or any other outside agency.

Damage or deterioration to the external surfaces caused by normal weathering or corrosive atmospheric conditions.

Any costs associated with gaining acceptable service access to product installed in restricted or unsafe (e.g. high) locations.

Enclosed fixtures and down light fitting where the product was installed does not have proper ventilation.

Product which has been installed in a transportable or mobile application (e.g. caravan or boat).

Damage, problems or unsatisfactory performance resulting from misapplication of the equipment.

EcoMatters will not be liable for any losses or damages (whether direct or indirect), including property damage or personal injury, consequential loss, economic loss or loss of profits arising in contract or negligence or howsoever arising.

These warranties constitute the entire guarantee by EcoMatters. Except where otherwise provided by the Australian Consumer Law, all other obligations, warranties, both expressed and implied are excluded to the fullest extent allowed by law.



## WARRANTY PERIOD

LED MR16 Downlight	1 year product replacement warranty.
LED GU10 Downlight	1 year product replacement warranty.
LED Reflector Lamp	1 year product replacement warranty.
LED Tube Light	3 year product replacement warranty.
LED High Bay Light	5 year product replacement warranty.
LED Panel Light	<b>PMMA Panel:</b> 2 years product replacement warranty. <b>PS Panel:</b> 2 years product replacement warranty ( not including light discoloration, color temperature shift).
LED Batten Light	2 year product replacement warranty.

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