

Effective Date 11/09/2025

enLighten LED Lighting Product Warranty

enLighten Australia Pty Limited (enLighten) provides the following warranty in respect of enLighten branded light fixtures (**Products**) sold in Australia. The warranty is only applicable to the party purchasing (**Purchaser**) the **Products** directly from enLighten on **Products** that have been purchased in accordance with our trading terms.

Warranty Coverage

For the purposes of this warranty, a Defect is the total failure of a **Product** or failure to perform to specifications.

The warranty period is detailed in Appendix 1 and commences on the date of purchase. **Products** not listed in Appendix 1 have a 3-year warranty. The warranty detailed in Appendix 1 is an extended warranty that is only applicable when our trading terms are complied with. All purchases completed outside of our trading terms have a standard 12-month warranty only.

Warranty is provided against manufactured defects provided that the **Product**:

1. has been installed by a licensed electrician in accordance with the installation instructions provided (also available on the enlighten website)
2. has been used for general illumination in accordance with and in an environment that meets the product specifications, and has been maintained in accordance with the specified maintenance requirements.

If the **Product** is on sold to a third party, the warranty period is the lesser of either the warranty period outlined in this document or the warranty period provided by the **Purchaser** to the third party.

The **Purchaser's** sole remedy may include either repair or replacement of faulty components, as determined by enLighten and will not result in any extension of the original warranty period. To the extent not prohibited by law, this warranty is exclusive, and no other express or limited warranties or conditions are made or implied.

Warranty Exclusions

The warranty excludes Defects caused by or as a result of any of the following:

- Acts of God
- incorrect mounting
- physical or water damage whether accidental or malicious
- electricity supply outside normal expected parameters as specified in the AS61000 series of standards
- **Products** installed in a corrosive or salt laden environment
- damage caused by incorrect exposure to or application of non-approved chemicals, including manufactured gasses
- the **Product** being subjected to unauthorised modifications.

Our **Products** come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Maintenance

It is important the **Product** is operated in accordance with the manufacturer's instructions and product specification. Failure to do so may damage the **Product** and void the warranty.

All **Products** should be regularly inspected and cleaned (minimum annually and 6 monthly in dirty environments), to remove the build-up of dirt around heat sinks and thermally conducting services as well as diffusers/lens to maintain the photometric performance. Maintenance activities must include the removal of dirt around heat sinks (we recommend a brush or a vacuum cleaner), and removal of dirt on other services with a soft damp cloth. For all optical components, do not use any cleaning additives that can damage plastic components. Prior to any maintenance or inspection activities, we recommend that electrical power is isolated from the **Product**.

Appendix 1

The following enLighten **Products** are covered under our warranty :

Product Range	Warranty
enLighten branded luminaires	5 years
Sensors & controls	3 years
Batteries for enLighten emergency lights	2 years

Making a Warranty Claim

To make a warranty claim, the **Purchaser** will need to notify enLighten Australia in writing as soon as practical after the defect is known.

1. The **Purchaser** should contact enLighten and provide details of the fault and proof of purchase. If it is established that the **Product** is under warranty, enLighten will provide a Return Material Authority (RMA) number.
2. The **Purchaser**, at their own expense, then forwards the warranty claim **Product**, clearly marked with the RMA # to enLighten Australia (see below).
3. Upon receipt, enLighten will review the claim and test the **Product**.
4. enLighten may request information from the **Purchaser** demonstrating that the lights were installed by a licensed electrician, maintenance has been undertaken, records proving the hours the **Product** has been operating and/or that electrical supply has been maintained within specified parameters.
5. If accepted as a valid warranty claim within the terms as described in this document, enLighten will either make suitable repairs or provide an equivalent replacement **Product**. This **Product** will be returned to the **Purchaser** at enLighten's expense.
6. If the claim is rejected, the **Purchaser** will be provided with a full explanation, and, if requested, the goods will be returned at the **Purchaser's** expense.
7. If the **Purchaser** is unable to return the **Product** before receiving a replacement **Product**, a new Purchase Order will be required, with prepaid freight included, to cover the supply of a replacement **Product**. This Purchase Order will only be invoiced if the **Product** is not returned to enLighten within 21 days or the **Product** is found not to be faulty.

Contact details for warranty claims:

enLighten Australia Pty Ltd
3/12 Frederick Street
St Leonards NSW 2065
email: warranty@enlighten.com.au
Phone: 02 8084 6971