

# enLighten LED Lighting Product Warranty



**enLighten**

Delivering Innovation Beyond Lighting

Effective Date 11/09/2025

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 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.

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.

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.

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.

## 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

## Contact details for Warranty claims:

### enLighten Australia Pty Ltd

3/12 Frederick Street

St Leonards NSW 2065

Email: [warranty@enlighten.com.au](mailto:warranty@enlighten.com.au)

Phone: 02 8084 6971