



5 Year / <50,000hr Warranty

P&A provides a <50,000 hour / 5 Year, return to base warranty (whichever occurs first), unless specified otherwise within our quotation. The warranty includes Light Engine, Driver and other LED components which form part of the luminaire. The company agrees to repair or replace goods, proven to the company's reasonable satisfaction, to have failed during correct storage and use, within 5 years or <50,000 hours of the delivery date and by reason of defects due to faulty materials, workmanship, or design (other than any design furnished or provided by the purchaser) and is valid under the following terms and conditions:

1. Products are used in accordance with the technical specifications stated within the product data sheet and installation instructions.
2. Products damaged by poor storage, handling, installation, maintenance or negligence are not covered by this warranty.
3. The warranty only covers failure of product caused by material exceeded. defects or engineering defects or manufacturing defects. Defects do not arise as a result of P&A following any Specification, drawings or schematics supplied by the customer.
4. The warranty only covers mortality rates that exceed 0.2 % per 1,000 operating hour of life expectancy. A loss of luminous flux up to 0.6% per 1,000 operating hours is considered normal and does not constitute a warranty claim.
5. This warranty extends to repair or replacement of the supplied goods only and does not extend to shipping, labour, access or any specialist or consequential costs.
6. The warranty period shall not restart for any repaired or replacement products provided and will be a continuation of the existing warranty.
7. In the case of defects which would have been apparent to the Purchaser on reasonable examination of the goods on delivery, the Purchaser shall notify the Company of the defects in writing within 14 days of delivery.
8. In the case of any other defects, the Purchaser shall notify the Company of the defects in writing, within 7 working days of the date, when the defect becomes apparent.
9. Should the LED light engine need to be changed during any repair, there may be a deviation in the lighting characteristics, compared to those already installed, due to progressions in LED technology at time of replacement.
10. Upon request, P&A Projects, shall be given reasonable opportunity to examine any products reported as faulty.
11. Claims for reimbursement of expense, will not be accepted without prior written agreement from P&A Projects, before commencement of any works.
12. When in discharge of its obligations under this clause the Company agrees that the Purchaser may undertake any repair work on its behalf, the cost of such work shall be agreed in writing between the Purchaser and the Company before the commencement of such work.
13. Damage, including but not limited to: non-visible damage, fading, microscopic crazing, adhesive degradation, electrical damage, must be demonstrated as resultant from manufacturing or design fault and not from activity or conditions on site.
14. P&A Products must be installed by qualified personnel in accordance with all applicable regulations/standards and in accordance with the installation instructions.
15. Products must be installed as supplied. Any modifications made to the product post-delivery, will invalidate the warranty. The Company cannot be held responsible for problems caused by such unauthorised changes.
16. Where drivers/control gears/power supplies/ballasts/transformers are supplied by others, P&A must be given the opportunity to inspect and approve prior to delivery. Where locally supplied drivers/control gears/power supplies/ ballasts/ transformers are not compatible and our advice has not been sought or not been followed, this may affect the warranty.
17. Standard operating temperatures and regulation voltage limits are not exceeded.
18. All electrical connections must be made with connectors suitable for the environment. Water or moisture ingress, caused by unsuitable or improper use of connectors will invalidate the warranty.
19. The mounting surface must be suitable for the installation of the product. The weight of the product and suitability of the fixing method must be considered at point of installation. Suspended products must be checked as part of annual maintenance and any concerns raised to P&A projects immediately.

**YOUR PARTNER
IN LIGHTING**

COMPANY NO. 4906186

Document Number: IMS30
Version Number: 1.03
Last Review: 21/09/2021
Next Review: 21/09/2022
Approved by: P Ascroft



20. Installation of recessed luminaires must not compromise any fire barrier offered by the ceiling. Heat sinks and fan assisted products, must be kept free from dust and well ventilated to ensure long term reliability and light quality. Insulation must be kept away from the rear of the luminaire. Beware of heat build-up in restricted spaces and of radiated back spill. Observe F Mark recommendations regarding surface suitability.
21. Emergency luminaires must be installed as per BS5266 part 1 Emergency Lighting. It is a legal requirement in the UK that the owner or occupier of a building provides, tests and maintains an emergency lighting system in accordance with BS5266. An accurate record of these tests must be available for inspection by the relevant authorities. The Company will provide a blank test record for this purpose.
22. All luminaires are subject to an approval process before manufacture. The Company does not accept responsibility for products which are approved without due consideration of the installation, environment, or location.
23. Where defects occur, due to the luminaire being fitted with a light source, other than that which was originally supplied or as intended, the warranty will be void.
24. This warranty excludes lamps, batteries and control gear that fail within expected margins. Batteries and Retrofit LED lamps are only covered by P&A warranty for one year, unless specified within our quotation.

Return to base definition

Under the warranty P&A Projects agrees to repair or replace goods which are returned to its premises at:

Crown House
Plantation Road
Burscough
Lancashire
L40 8JT

The buyer is responsible for the cost of returning the goods and collection of repaired or replacement items. The buyer is responsible for all consequential costs, including but not limited to: access costs, removal costs, re-installation costs.