

Manufacturer's Guarantee

LIGHT PLUS UK — architectural LED luminaires

Five years on every LIGHT PLUS fitting, covering replacement of the product. What follows is the whole of it: what is covered, what is not, and how to claim.

1. Who gives this guarantee, and to whom

1.1 This guarantee is given by Light Plus UK Limited, company number 16700647, registered in England and Wales, of Dept 6314, 43 Owston Road, Carcroft, Doncaster DN6 8DA ("we", "us").

1.2 It is given to the person or company that bought the product from us or from a distributor we have authorised ("you"). It applies to products bearing the LIGHT PLUS mark, supplied by us, and evidenced by our invoice or delivery note.

1.3 This guarantee is in addition to your legal rights and does not affect them. If you are a consumer, your rights under the Consumer Rights Act 2015 stand whatever this document says. If you bought as a business, the terms of sale you contracted on continue to apply alongside it.

1.4 The guarantee applies to products bought and installed in the United Kingdom, and in the markets of the distributors we have appointed. Our current distributors are listed on our contact page.

2. What is covered

2.1 We guarantee that the product is free from defects in materials and workmanship that were present when it left our control.

2.2 Cover depends on the product having been installed and used correctly: in line with our installation instructions, with BS 7671 and the Building Regulations, by a qualified electrician, and within the voltage, ambient temperature and ingress rating stated on the product's specification sheet.

3. Normal LED behaviour, which is not a defect

3.1 LEDs dim gradually over their life. Each product publishes its own rating on its specification sheet - for example L90 B10 at 50,000 hours, meaning 90% of the original output remains in 90% of fittings at that point. Gradual dimming within the rating published for that product is normal and is not a defect.

3.2 A small number of individual failures across a large delivery is normal for electronic components. We replace the failed units under this guarantee; it does not make the rest of the delivery defective.

3.3 Small differences in colour between LEDs and between production batches are inherent to the technology. Products are supplied within the SDCM stated on their specification sheet.

3.4 Both of the above assume an ambient temperature of 25°C.

4. What is not covered

Damage or failure caused by:

— installation that does not follow our instructions, BS 7671 or the Building Regulations;

- work by anyone not competent to carry it out, and any repair or modification we have not agreed to in writing — including fitting a driver or LED module we did not supply;
- operating the product outside its stated voltage, ambient temperature range or IP rating, including covering a fitting with insulation where the instructions forbid it;
- water reaching the inside of a fitting because a gasket, gland or cover was not refitted properly after installation or maintenance;
- accident, impact, vandalism, theft, fire, lightning, flooding, storm, or any other event outside our control;
- power supply faults: surges, spikes, voltage outside range, or the absence of surge protection where site conditions call for it;
- normal wear, and marks that do not affect how the product works — scratches, dents, fading of a finish, discolouration of a diffuser in strong sunlight;
- consumable and wearing parts, including batteries and rechargeable cells in solar products;
- third-party control gear, sensors, drivers or software not supplied by us, even where fitted into our product;
- failure to carry out the maintenance set out in the instructions, including cleaning.

We also do not cover the cost of inspecting a product where no defect is found — see 7.4.

5. What we will do — replacement of the product

5.1 We are the manufacturer of the product, and this guarantee covers the product itself. If a product fails within the guarantee period and the failure is covered, we will supply a replacement, or at our option repair it or refund what you paid for it, less a fair allowance for the use you have had. We deliver the replacement to the original delivery address or to your nominated address in the same country.

5.2 This guarantee does not cover the cost of the work around the product. In particular it does not cover: removing the failed product or fitting the replacement; the electrician's or contractor's time; access equipment of any kind, including towers, scaffolding, hoists and road closures; site attendance or survey visits; making good ceilings, finishes or ground surfaces; carriage other than delivery of the replacement itself; or any charge from a third party arising from the failure. Those are for the installer or the site to arrange and bear.

5.3 Products change. A replacement may differ from the original in appearance or detail where the original is no longer made. We will tell you before we send it. Where a product is discontinued we may supply the nearest equivalent from the current range.

5.4 A replaced or repaired product is covered for the remainder of the original period, not a new one.

6. Limits

6.1 We do not exclude or limit our liability for death or personal injury caused by our negligence, for fraud, or for anything else that cannot lawfully be excluded or limited. Nothing in this guarantee affects your rights under the Consumer Protection Act 1987.

6.2 Subject to 6.1, our total liability under this guarantee for any product is limited to replacement of that product, or a refund of the price you paid for it. That follows from what this guarantee is: a manufacturer's undertaking about the product, not about the installation it sits in.

6.3 Subject to 6.1, we are not liable under this guarantee for indirect or consequential loss of any kind: lost profit, lost revenue, loss of use, business interruption, penalties under a building contract, wasted expenditure, or any cost beyond the product itself.

7. How to make a claim

7.1 Report the fault to us within one month of it appearing, at sales@lightplus.uk.

7.2 Tell us the item code, the invoice or delivery note number, where the product is installed, when the fault appeared and what it is doing. Photographs help.

7.3 Keep the fault from getting worse where you reasonably can, and follow any instructions we give while the claim is open.

7.4 We may ask for the product back to examine it. If we find no defect, or the cause is something in section 4, we may charge you the reasonable cost of inspection and carriage.

8. When cover starts and ends

8.1 Cover starts on the date of delivery shown on our delivery note or invoice.

8.2 Cover ends five years after that date, or 66 months after the date of manufacture shown on the product label, whichever comes first.

9. If the product changes hands

If you sell the installation or the product before the period ends, this guarantee passes to the new owner for what remains of it. The period is not extended by the sale.

10. Your information

We use the details you give us to handle the claim — your name, contact details, and what you bought. We process them under the UK GDPR and the Data Protection Act 2018, keep them only as long as we need them for the claim and our records, and do not sell them or pass them to anyone except where we need to in order to settle the claim.

11. Dishonest claims

If a claim is made dishonestly, or damage is caused deliberately in order to create one, that claim and any other claim under this guarantee is void.

12. Changes

These conditions apply in the version published on the date the product was delivered. We may change them for future deliveries. Changes to an existing guarantee need our agreement in writing.

13. Law

This guarantee is governed by the law of England and Wales, and the courts of England and Wales have exclusive jurisdiction.