

Product Warranty

Sleep Safe Systems Limited trading as Lumi-Plugin offers its customers a **free warranty of 5 years from the date of purchase or 50,000 hours** in respect of luminaire, PIR sensor and Emergency light. We offer a **free warranty of 10 years** on the Smoke alarm, Heat alarm and CO alarm.

What is covered by our warranty

- Manufacturing defects
- Product defects resulting from manufacturer's design errors
- Defects in material and workmanship under normal use

What is not covered by our warranty

- Damages resulting from the incorrect handling or tampering of a product
- Defects due to a lack of maintenance
- Repairs or modifications carried out by the customer or third parties
- Defects caused by fire or smoke
- Installation in an unsuitable location
- Accidental damages or misuse
- Damages or defects arising out of normal wear and tear
- Any consequential damage caused by the products or their malfunction
- Cost of installation of replacement product supplied as replacements under this warranty.

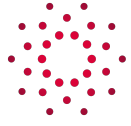
Important conditions to the warranty

To be covered by our warranty:

- You must have fully paid for the luminaire
- Luminaire must be installed in accordance with local wiring regulations and must not be tampered with
- You must not remove the luminaire labels which includes manufacturing label, rating label and serial label.

What happens if a customer discovers a product fault?

1. Claims against our warranties must be made to Lumi-Plugin.
2. **Please contact Lumi-Plugin with your invoice number and/or batch code and inform us about the defect.** We will discuss the case with you and will agree on a solution for you. You might be asked to provide further information before we can establish the best way forward. We may request the return of your product for further analysis.
3. If your claim is successful, we will arrange free replacement for your product.
4. Should Lumi-Plugin ask for a product back for further analysis, we will arrange for the transport and the subsequent return.
5. Should a product be returned to us without being defective, we will return the unit to the customer at cost.



LUMI-PLUGIN

NB: this warranty does not restrict your statutory rights in any way