

WARRANTY STATEMENT

Lighting



Replacement Warranty

Downlights

(Ultra downlight has a 7 year
Replacement Warranty)



Replacement Warranty

Surface Mounted Lighting
/ Exterior Lighting

(Fino ceiling light has a 5 year
Replacement Warranty)



Replacement Warranty

Accessories

WARRANTY TERMS & CONDITIONS:

- The Replacement Warranty only applies if the product was purchased in Australia and does not transfer from the original purchaser. All Martec[®] products replaced under warranty are only warranted for the balance of the warranty period
- If the goods are no longer available or have been superseded by a newer model, the closest possible alternative will be supplied.
- Please note that the warranty does not cover removal or re-installation of the product which customer believe is defective
- We assume no liability for improper use, and we will not be responsible for incidental or consequential damage due to improper use of products.
- We will not be liable for any labour costs related to the goods failure.
- To claim this warranty, you will need to return the faulty goods, together with proof of original purchase to the store where the goods were purchased from and we will liaise with the store to process your warranty claim.

PURCHASERS PLEASE NOTE:

This warranty becomes void if the product was not installed as per the instruction manual by a qualified and licensed electrician. In addition, this warranty will be considered void if any, or all, of the following has occurred:

- Goods are not installed according to the instructions provided with the product (this includes but not limited to; incorrect voltage, improper wiring etc).
- Goods are installed in where the ambient temperature exceeds the operating temperature range.
- Goods have been subjected to modifications
- Goods are used in a manner which is not fit for their purpose, subjected to neglect or mistake
- Goods are physically damaged (this includes broken clips, broken housing etc).
- Goods have been damaged by power spikes and/or surges

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PURCHASERS PLEASE NOTE (continued):

- Goods have been exposed to adverse external/internal conditions (this includes temperatures outside their specified operating temperatures, corrosion etc).
- Goods have been affected by insect or vermin infestation
- Goods are damaged by wear and tear
- Flickering resulting from input voltage, frequency, cable connections, dimmers, sensors or any other accessory/ component outside of the Martec product range
- External factors such as poor power quality in the area or ripple current which can affect LED light.

IMPORTANT NOTICE:

All claims for warranty must be accompanied with the following THREE documents:

1. COMPLETED WARRANTY FORM which can be found after this warranty statement or contact Martec customer service team for a copy of the warranty card. Following details must be filled in clearly:
 - i) Purchaser's full name and contact details
 - ii) Full descriptions of the fault
 - iii) Product serial number (can be found on the back or side of the product)
2. PURCHASE RECEIPT from the store or location the light was originally purchased from.
3. INSTALLATION RECEIPT / TAX INVOICE / CERTIFICATE OF COMPLIANCE for the installation of the Martec[®] product from the installing electrician.

PS: If one of the installing documents cannot be provided. Martec Pty Ltd will only accept a typed and signed letter on a business letterhead from the installing electrician stating he/she installed the Martec[®] product at your address along with a scanned copy of the electricians licence (in PDF or JPG format). **An email or editable word document is not a sufficient installation document.**

Upon receipt of the above mentioned documentation, Martec Pty Ltd will issue a service call to fulfil the conditions of this warranty.

Martec Pty Ltd reserves the right to change or amend any or all parts of this warranty statement at any time and without notice.