

Warranty Policy



Trumeter Lighting Solutions Product Warranty – Terms & Conditions

This document sets out the warranty policy for Trumeter Lighting Solutions LED lighting products.

Warranty Period

10 Years – Platinum cover

On selected products, providing the product is installed and commissioned by Mainlight www.mainlight.co.uk

5 Years - Gold cover

On all products providing the product is installed in accordance with Trumeter installation guidelines

Terms and Conditions

1. The warranty period starts on the date of invoice.
2. The warranty period is based upon the product being used in line with the designed intended use.
3. Ambient temperatures, Humidity and IP Exposure are always within the operating temperature range as stated in the specification for the product
4. The electrical supply to the product being within the specification for the product, and the product not being subjected to voltage fluctuations exceeding the rated voltage as stated in the product specification by more than +/-10%
5. No misuse or abuse to any products has occurred before or after installation
6. This Warranty policy is valid for products installed in the UK
7. Products have been purchased directly from Trumeter or directly from a Trumeter Authorised Distributor
8. Proof of Purchase must be available if required
9. All products must be installed, operated and maintained as per Trumeter guidelines

10. Trumeter reserves the right to insist upon a site evaluation and/or a detailed report before any removal of product
11. All defective products must be made available for Trumeter to inspect before removal from the installation
12. All claims should be made in writing within 30 days of discovering a problem
13. The products covered by the Platinum 10 year warranty are only those listed in the Platinum warranty list current at the time of purchase
14. The products are considered defective if more than 10% of the LEDs fail to illuminate
15. The driver and all other parts in the product are covered by this warranty
16. Parts and products fitted to lamps or used in the installation that are not manufactured by Trumeter are not covered by this warranty. Use of ancillary sensors or controls added to the product unless specifically approved by Trumeter and surveyed by Mainlight will invalidate this warranty.
17. This warranty is subject to the laws of the UK

These warranty provisions are provided and accepted in lieu of any and all other warranties, whether Expressed or implied, including without limitation any warranty against infringement and any implied warranties of merchantability or fitness for a particular purpose. In no event shall seller be liable for accidental, consequential, indirect or any other special damages or compensation, and the limit of this warranty is to replace the product.

