

## 1. Introduction

- 1.1. Digilin designs and manufactures lighting and control products in Australia and via collaboration with international partners. This enables complete control of engineering and product design, plus selection of the highest quality electronic components.
- 1.2. Digilin design engineers have extensive knowledge and experience and ensure that Digilin products use the latest in lighting technology, are exceptionally robust and provide extremely long lifetimes.

## 2. Warranty Periods

- 2.1. The following table shows the warranty periods for each product category>

Product	Warranty Period
LED Downlights	5 Years
LED Linear	5 Years
LED Extrusions	5 Years
LED Exterior	5 Years
LED High Bays	5 Years
LED Floodlights	5 Years
LED Power Supplies	5 Years
LED Drivers	5 Years
Fibre Optic Cables	5 Years
Fibre Optic Fixtures	5 years
Fibre Optic Lightsources	5 Years
Lighting Controllers	5 Years
Lighting Accessories	5 Years

## 3. Digilin Standard Product Warranty Conditions

- 3.1. Digilin products are covered by warranty for the duration as specified in the above table.
- 3.2. The warranty period commences on the date recorded on the Digilin sales invoice.
- 3.3. The warranty only covers products sold through approved Digilin distributors, agents or resellers.
- 3.4. The warranty only covers the purchaser against manufacturing faults and defects.
- 3.5. The warranty only covers products that have been installed correctly by suitably trained and qualified installers.
- 3.6. Warranty covers products used as they are designed to be used, and what could reasonably be considered normal use.
- 3.7. Warranty will not cover products that have operated outside of their specified suitable ambient temperatures.
- 3.8. Warranty will not cover products that have operated at incorrect voltages.
- 3.9. Warranty will not cover products that have received any on-site modifications.
- 3.10. Warranty will not cover products that have been modified after purchase from Digilin.
- 3.11. All warranty claims must include genuine proof of purchase.
- 3.12. All warranty claims must include a genuine and sensible reason for warranty claim.
- 3.13. Before returning any goods for a warranty claim, the customer must obtain authorization and a Digilin Return Merchandise Authorisation (RMA) number.
- 3.14. All warranty claims will be assessed by Digilin technical staff to determine the cause of failure.
- 3.15. Any freight or additional costs required to assess a warranty claim are not covered under warranty.
- 3.16. Any freight or additional costs required to ship a repaired or replaced item are not covered under warranty.
- 3.17. Any freight or transit related warranty claims must be reported within 14 days of delivery.

## Digilin Standard Product Warranty Conditions (Cont)

- 3.18. Any labour, access or site related costs to remove or assess the warranty claim are not covered under standard warranty.
- 3.19. Digilin reserves the right to repair or replace any item/s which are deemed faulty by assessment.
- 3.20. Any goods replaced or repaired under warranty will have their warranty expire on the same date as the original item warranty period.
- 3.21. Digilin liability is limited, to the fullest extent permitted by law, to the refund or replacement of the Product. Digilin expressly does not warrant that a Product will last any particular length of time nor guarantee is made as to fitness to a particular application.
- 3.22. Extended warranties may be available for particular products but only after specific project or application information has been evaluated and approved by an authorised Digilin representative.
- 3.23. All products connected to or interfaced with third party products (not supplied by Digilin) will be subject to a more rigorous assessment upon warranty claim, and may be liable for assessment costs.
- 3.24. All LED products supplied without Digilin power supplies or drivers are considered connected to third party products and will be subject to a more rigorous assessment for warranty claim, and may be liable for assessment costs or cancellation of warranty.
- 3.25. Warranty does not apply to products that fail as a result of neglect, mistake, misuse, alteration, exposure to the elements, or that are improperly installed and implemented. This includes but is not limited to: improper wiring, installation under improper and non-approved operating environments such as temperature, humidity, corrosion or voltage conditions; improper installation using components that are not approved or are not Digilin manufactured Products.
- 3.26. Warranty does not cover any device, product or system that has not received the maintenance that is suggested for or required for such a device.
- 3.27. The purchaser and end user are solely and jointly responsible for determining the suitability of the Products for installation. It is the responsibility of the purchaser and end user to obtain all necessary approvals and to understand the intended use of the Products and all relevant instructions, recommendations, and guidelines for the proper installation and use of any Products.
- 3.28. Digilin warranty is in alignment with and addition to any other rights the consumer may have under the Australian Consumer Law.
- 3.29. Digilin warranty does not cover any loss, damage or delay directly or indirectly caused by any malfunction of or defect of or failure of a product.
- 3.30. Any product that is found to have moisture ingress due to poor or unsuitable connection method will be instantly dismissed for warranty claim regardless of its installed location.
- 3.31. Warranty is void if the product has been serviced or modified by any technician or Service Company other than Digilin or a Digilin approved service agent.
- 3.32. Warranty is void if the products are modified or damaged in any way.
- 3.33. If the purchaser, contractor or end user elects to self-assemble any product that is normally assembled by Digilin, the product will be subject to a more rigorous assessment upon warranty claim, and may be liable for assessment costs.
- 3.34. Fibre optic common ends and terminations are not covered under warranty as they are dependent on environmental and external factors to ensure reliability and longevity.
- 3.35. Digilin is not liable for the accuracy and completeness of any statements, technical information and recommendations in any form of product literature or instructions. These are not guaranteed and are not part of this warranty policy, and do not in any way constitute a warranty.

## **4. Guardian (On-Site) Warranty Conditions**

- 4.1. Digilin Guardian On Site Warranty (GOSW) service is provided upon request and requires a completed GOSW form to be submitted to Digilin.
- 4.2. GOSW service is only provided by Digilin following an approval of a claim for GOSW service.
- 4.3. GOSW service can only be provided and administered by Digilin or its service agents and cannot be initiated without an approved GOSW claim form.
- 4.4. GOSW service includes and is limited to the provision of labour for assessment and rectification of a device failure.
- 4.5. GOSW coverage period is as per Digilin Standard Warranty terms and conditions.
- 4.6. GOSW Service is only available within Australia and its territories
- 4.7. Digilin or its approved agents can/will determine if the attending technician will be provided from Digilin technical staff, its agents technical staff, existing site technician/contractor or a third party technician/contractor.
- 4.8. GOSW only provides support up to the agreed claim limit as advised by Digilin. The claim limit will be advised with the approval of the GOSW application form.
- 4.9. GOSW only provides support via warranty for product failures due to manufacturing faults.
- 4.10. GOSW only applies to products which are purchased and installed in Australia.
- 4.11. GOSW only applies to products which are correctly installed by a licensed electrician or Digilin approved technician.
- 4.12. GOSW only applies to products which are installed in accordance with Digilin installation guidelines and any relevant codes and standards.
- 4.13. GOSW only covers the provision of labour to assess, service and rectify the faulty device.
- 4.14. Any product replacement or repairs are covered by the Digilin Standard Warranty policy
- 4.15. GOSW does not cover travel costs incurred by technicians or contractors to assess and service the device, unless clearly stated by Digilin.
- 4.16. GOSW does not cover costs associated with the hire of plant or machinery to access faulty devices. This includes the hire or usage of ladders, elevated platforms and scaffolds.
- 4.17. GOSW does not cover costs to assess or service items that have been installed in difficult to access locations or in applications that make the removal of the device difficult or problematic. Any device installed in a difficult to access area or application is deemed as being in this location as per the instruction of the purchaser or end user.
- 4.18. The claim for GOSW is limited to labour only up to a limit as determined by Digilin. The limit shall include a reasonable amount of time to assess and service the item.
- 4.19. Any claim in addition to labour, for any costs or expenses will not be covered by this policy unless explicitly agreed to in writing by Digilin.
- 4.20. Any product failure that is determined to be caused by any factor external to Digilin manufacturing will become the responsibility of the claimant.
- 4.21. Any costs incurred by Digilin for assessment, service, and rectification of any device which has failed due to incorrect installation or any other cause external to Digilin will be charged to the claimant.
- 4.22. The GOSW claimant shall agree to cover all costs of servicing any product fault that is not directly caused by Digilin manufacturing.
- 4.23. GOSW does not extend to failures that are caused by connection to any third party devices or services.
- 4.24. GOSW does not extend to failures that are caused by power supply faults
- 4.25. GOSW does not extend to covering assessment, service, repair, replacement or rectification of any other devices or objects other than products supplied by Digilin.
- 4.26. GOSW does not extend to covering assessment, service, repair, replacement or rectification of any damage caused to or within any facility or building in which the device was installed.
- 4.27. GOSW does not extend to covering assessment, service, repair, replacement or rectification of any device that has failed due to the ingestion or arrival of foreign matter, regardless of the environment in which it was installed or designed for.

**For further information on our warranty policy or Guardian On Site Warranty, please contact us directly on 1800 950 888 or via email at [info@digilin.com.au](mailto:info@digilin.com.au)**