

5 Year LED Product Warranty

Apollo-branded LED products are warranted against material and manufacturing defects for 5 years from the date of invoice, subject to the Terms and Conditions in this document.

Thirty years of experience suggests you are unlikely to call on this warranty. That's because we use only top-tier component suppliers, and because we take care over assembly and testing. Our track record shows that, if you do have a claim, we will go above and beyond to resolve the problem.

0 to 24 months

To resolve faults that are shown to be defects in components or assembly, Apollo will visit site to repair or replace the product. The choice between repair and replace is ours. In case we find no fault that is our responsibility, all costs will be recharged. Our General Terms & Conditions must be met.

Where special access equipment or out of hours working are required, these are not covered by the warranty. On site repair of products under warranty is limited to the UK mainland. Normal hours are considered to be 9AM to 5PM Monday to Friday except Public Holidays. Unrestricted access must be enabled ahead of our visit.

Years 3, 4 and 5

During this period, Apollo products are covered by a limited warranty. Providing our General Terms & Conditions are met, we will either supply replacements for failed components or repair the luminaires at our site in Leeds. It is the client's responsibility to arrange carriage, and to ensure the returned product(s) are packed for safe transit.

Apollo will repair or replace any product that is shown to not work as intended due to a component fault or a manufacturing error. We will arrange and pay carriage on the repaired or replacement product but re-installation costs are not for our account.

Special Detail for Cells (batteries)

We cover batteries associated with emergency lighting products under the manufacturer's warranties. Typically, they are as follows: 3-years for Lithium Iron; 1-year for Nickel Metal Hydride.

Lighting Controls

Solutions to control lighting systems are typically bespoke. Where a Commissioning Service is purchased from us, Apollo's responsibility for its functionality will end when our Commissioning Engineer receives sign-off. In the case of faulty parts, we will provide replacements on a supply-only basis in line with the manufacturer's warranty.

General Terms & Conditions

- A. A claim must be notified to Apollo Lighting Limited in writing not more than 5 working days after a fault is identified.
- B. The warranty will be void immediately if, without written authorisation, anyone other than us makes changes to the product or attempts their own repair.
- C. Apollo Lighting reserves the right to visit site to inspect installed products prior to undertaking any remedial work.
- D. The warranty is offered exclusively to the original purchaser of the product.
- E. The product must have been installed and maintained by qualified professionals in compliance with our instructions. In particular, temperature and voltage limits must not have been exceeded, and the product not subjected to mechanical loads inconsistent with its intended use.
- F. The product must have been operated in compliance with our relevant technical specifications.
- G. The product must not have been enclosed in an insulating material unless permitted by our product specification.
- H. A replacement product may not be identical or use the exact components due to generational and/or technical advances.

The Warranty does not cover:

Defects due to unforeseen and unforeseeable events including, but not limited to, accidental damage and force majeure (including electric shocks, lightning) that cannot be ascribed to a defective manufacturing of the product.

Defects caused by power disturbances (surges) of range or duration in excess of:
1000 V between conductor and conductor (line and neutral)
2000 V between conductor and ground (live/neutral to earth)
In accordance with IEC 61000-4-5:2017.

Lumen depreciation. Lumen depreciation is to be expected and the warranty only applies to products failing to achieve the life (L, F & B) values stated at the time of manufacture. Warranty shall be valid for defects higher than the nominal defect rate of 0.2%/1000 hours of use, except as otherwise stated in the technical specifications on the Product and its components.