

India's Lighting Company

K-LITE



WARRANTY POLICY DOCUMENT

2024-25

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Warranty

Coverage

When properly installed and under normal conditions of use, K-LiTE INDUSTRIES PRIVATE LIMITED warrants to its Purchaser that its supplied products shall be free from defects in material and workmanship in its intended use (normal wear and tear excepted) for the period confirmed from the date of invoice. No person, agent, distributor, dealer, employee is authorized to change, modify or extend the terms of this limited warranty in any manner whatsoever. (Please verify warranty coverage period based on product code.)

Inclusions

- K-LiTE's warranty flows only to Purchaser. If any Product covered by this warranty is returned by Purchaser in accordance with K-LiTE's Terms and Conditions, within the applicable warranty period set forth above, and upon examination.
- K-LiTE determines to its satisfaction that such Product was defective in material or workmanship at the time of delivery to the Purchaser, K-LiTE will, at its option, repair or replace the Product or the defective part.
- If K-LiTE chooses to replace the Product and is not able to do so because it has been discontinued or is not available, K-LiTE may replace it with a comparable product.
- Where defects in materials, manufacturing or design cause the product/solution failure, they shall be repaired or replaced at K-LiTE's discretion.
- LED modules and drivers are guaranteed to be free from defects of material and/or workmanship from a period of invoice with as per warranty coverage norms. Failure is defined as failure of enough LEDs resulting in a loss of Luminescence beyond the specified Luminescence for the fixture and its allowable tolerance levels.

Exclusions

This is a limited warranty and excludes installation and consequential damages which is further defined by the limitations and conditions below.

- For purposes of clarity, "repair or replace the Product or the defective part thereof" does not include any reinstallation costs or expenses or consequential costs thereof, including without limitation labour costs or any other expenses.
- This warranty applies only to the repair or replacement of the product, only when the product is properly handled and installed using the correct flexible cable of suitable diameter with the right IP rated connectors (as specified by K-LiTE) & power supply.
- K-LiTE is discharged from liability when damage is caused by improper handling or physical damage to product or components in site. K-LiTE is also not liable for failures occurring due to erratic input supply condition of Power or due to Poor Quality of earthing provided during installation

Transit Damage

- Damage or Loss in Transit or disputes regarding damaged product does not relieve the buyer's obligation to pay the full amount of K-LiTE's invoice in a timely manner.

- Any physical damage to product caused at the time of transportation the recipient must accept the consignment and immediately contact the K-LITE customer service department for damage inspection and provide Videographic and Photographic evidences thereof while unpacking.
- Consignments must be inspected by the buyer immediately upon receipt for noticeable transportation loss or damage, and a claim entered at once as stated.

Example of cases not covered in warranty terms:

- Failure caused by vandalism or unauthorized modification of the product. The persons responsible for the modification shall be considered as manufacturers.
- Failure caused by improper power supply, power surge or power turns on lightning equipment.
- Failure caused by improper installation outside set ambient temperature & IP rating of product.
- Improper wiring and direct connection to power supply for constant voltage products
- Failure caused by corrosive environment (Chloride, Sulphide) installations
- Failure caused by wet location installation without proper waterproof connection on power wire.
- Failure caused by underwater usage of fixture that is not IP68 rated.
- Usage of underwater fixtures outside water.
- Failure caused by usage of luminaires semi buried or buried when fixture is not IP67 rated.
- Failing of Luminaires due to Malfunctioning of other control system, Lighting Automation works. Poor cable routing and termination at site will not be covered under warranty.
- Evidence of physical damage i.e., pinched or cut wires, damaged Luminaires & its installation housings or leads cut off at the fixtures can void warranty.
- Failures caused by extraneous factors such as animal menace, Sprinkling of any liquid particles on the control panels/poles leading to short circuits, will not be covered by warranty.
- Failure caused by visible sweating inside Led module by climate change.
- Evidence of Corrosion due to water in contact with Luminaires that is acidic or Alkaline (pH <6.5 or >7.5)
- Failure caused by natural calamities.

Note: - This list is only illustrative and not exhaustive.

Limitations and Conditions

- Products/Solutions should be used within their specifications (e.g. Temperature, water ingress, IP rating for indoor/outdoor installations) and according to application guidelines. Please refer to installation guidelines available on the web page www.klite.in
- Warranty becomes void if the product is improperly applied and the customer fail to appropriately maintain their installation

- Warranty becomes void if damage caused due to lawn care machinery.
- Warranty becomes void if, installation, commissioning of the Products are carried out improperly or in anyway does not comply with the installation Guidelines and recommended standards.
- K-Lites's Limited warranty excludes installation, de-installation, access to products (scaffolding, lifts, etc), claims for lost profits, indirect, special, incidental, and consequential damages such as damage to property or other extended costs not previously mentioned.
- This warranty applies only to the repair or replacement of the product, only when the product is properly handled, installed, and maintained according to K-LITE's instructions. Purchaser must notify us in writing within 15 days of noticing the defect.
- K-LiTE reserve the right to change the warranty period and Terms & Conditions without prior notice and without incurring obligation and expressly disclaim all warranties not stated in this limited warranty.

Power Supply Conditions

- One of the major reasons for failure is unstable power supply, especially in outdoor applications
- Electronic equipment is sensitive to voltage surges hence it is recommended to install a stabilizer at source to ensure constant current power supply to all outdoor luminaires, for better performance and life span of the luminaires and to avoid risk of damage
- NEV [Neutral-to-Earth Voltage] shall not exceed 5V. Installation verification document should have measured NEV and it should be recorded.
- Site should be free from Voltage fluctuations. Preferred with 3 phase connection and balanced load distribution.
- Proper Cable routing, insulation & Termination on all locations especially where the Poles, Luminaires electrical connections are interlinked.
- In the event of a power line anomaly, components such as LED Drivers & LED Circuit boards are not covered under this warranty.
- All the luminaires must be grounded at site& Luminaires / Poles installed without grounding will not be covered under warranty.
- Surge protection part (In-built with LED Driver0 / Component / Devices are not covered under this warranty.
- K-LITE INDUSTRIES PRIVATE LIMITED cannot be held liable for electrical supply conditions, including supply spikes, over voltage/under-voltage and ripple current control systems that are beyond the specified limits of the products and those defined by relevant supply standards.

General Terms & Conditions:

- The warranty period is based on an operating time of the Luminaires of 12-14 hours a day. [5000 Hours / Year]. Early failures on account of prolonged use of the luminaires without adequate rest periods beyond 12-14 hrs of continuous usage will not be covered by warranty
- To install Surface Mount / recess mount luminaires in false ceiling (acoustic tiles, drywall, etc.), the luminaires must be properly supported and secured to the concrete ceiling through cables, or any suspension tool that guarantees stability and supports the weight of the product. False ceilings may not have adequate strength to support the weight of the Luminaire and this needs to be factored while installing.
- For Fixtures that needs servicing done at factory, must be returned intact and with minimum 200mm (8 Inches) of lead for all general luminaires and for underwater luminaires it should be minimum 1000mm (1 Mtr) of lead (Ingrounds-500mm) to be diagnosed accurately.
- Cost of damages during transit of fixtures under claims will not be covered by warranty. Provision of proper packaging to return failed fixtures without any damage during transit is the responsibility of the Purchaser.
- Upon confirmation from K-LITE / failure in Underwater / Encapsulated products need to be returned to K-LITE with prior intimation, proper packing & with allocated SRN/CCRID number for easy traceability.
- If for any reason No defect is found (NDF), the customer will be responsible for the associated shipping costs as well as INR. 500 processing fee per fixture. A NDF fixture will be powered on for 72 hours to verify that there is indeed no defect found.
- After this determination has been made, Purchaser will be provided with three options:
 1. Keep the original fixture (have it shipped back unchanged).
 2. Upgrade electronics for an additional cost.
 3. Replace the fixture for a new one for an additional cost.
- If the Product does not fall under our warranty guidelines and is repairable, the customer has the option to have it repaired for the cost of material & applicable service charges.
- Requesting Extended Warranty on Luminaire or Luminaire components i.e., Drivers, LED Boards, Modules will only be acceptable on a case-by-case basis, and any request for material to make field repairs needs to be purchased as a repair kit and serviced by a Qualified / Authorised service technician only.

Surface Finish Warranty:

- Rusting of Parts due to physical damages, Handling damages will not be covered under this warranty.
- If paint has been scratched or chipped off during installation, please ensure that the touch up is done at site after proper surface cleaning as soon as the installation is complete.
- Template supplied is suggested to be used for locating the centre to centre (CC) distance of foundation bolts.

- Use only hot dip galvanised foundation bolt & nuts to avoid corrosion.
- Finishes for Luminaires installed outdoors are subject to change and may naturally fade over time due to prolonged exposure to sunlight, pollutants, and other environmental conditions.
- Water used in garden or area where fixtures are installed and that may come in contact with the fixtures should be neutral in pH (>6.5 and < 7.5). Corrosion occurring due to water usage that is acidic or alkaline is not covered under warranty.

Coastal Environments:

- Any environment within ten miles of a seacoast can be extremely corrosive for metal components.
- Even with the appropriate maintenance, products installed in this environment will typically deteriorate more than products installed in a less severe environment. Some corrosion and/or deterioration is considered "normal wear" in this environment.
- Any claim for finish failures, or corrosion of components due to coastal environment conditions is not applicable to the above warranty, unless products are purchased with specific marine grade coatings and installed and maintain regularly as per our installation guidelines.

Customer Care

- K-LITE INDUSTRIES PRIVATE LIMITED reserves the right to make the final decision on the validity of any warranty claim. If K-LITE agrees to receive back some fixtures for Lab Testing and further analysis please ensure that the fixtures shipped back as is DO NOT DISASSEMBLE the LED components or DISMANTLE the fixtures unless otherwise specified.
- Any Post-Sales Warranty Service management related requests (Complaint registration, Spares parts request, technical queries on products, despatch instruction for spares, reconciliation on pending spares, etc) are to be communicated Customer care Team via email.
- Please contact customercare@klite.in for more information.

Storage

If site is not ready for installation, store the material in proper warehouse facilities. K-LITE is not responsible for the damages caused due to the mishandling of material at site.

Disclaimer

The information provided by K-LITE INDUSTRIES PRIVATE LIMITED on this document is for general information purposes only. The information contained in these documents are confidential, privileged and only for the information of the intended recipient and may not be used, published, or redistributed without the prior written consent of K-LITE INDUSTRIES PRIVATE LIMITED.

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