

# WARRANTY - SBL SERIES

## SOLAR LIGHT BOLLARDS

This Back to Base Warranty applies to our SBL Series. Warranty Terms and Conditions are subject to change without notice. Solar Bollard Lighting - Australia (herein "SBL") warrants excluding \*Noted Exceptions its SBL products for a:

- 5-year limited warranty under normal use and service will be free from physical defects in material and workmanship during the warranty period
- 5-year limited warranty on Batteries under normal use and service.

### 1. \*Noted exceptions where "No Warranty" will be applicable:

- An initial geographical location and shade assessment has not been completed ensuring the 'Power In = Power Out' rule equation based on the Winter Solstice sun scenario and night runtime hours is strictly adhered to.
- Future shading out of "SBL" direct/in direct control has occurred such as, but not limited to, future buildings or new landscaping occurring after the date within the installation location proximity and/or shrubs, bushes and trees currently within the installation location proximity continuing to grow over time and/or not being density or height maintained.
- The Solar Light Bollard has not been installed within 6 months of receiving the goods and has laid idle in storage for this period.
- The Solar Light Bollard has not been installed using components/parts supplied by "SBL" that make up a complete Solar Light Bollard as dispatched from "SBL" factory, unless agreed to in writing by "SBL" prior to installation, which will then be covered by the supplying party of those external non "SBL" components/parts and not by "SBL".
- Damage occurring in shipping (claims must be presented to carrier).
- Annual Maintenance has not been carried out and officially recorded per our Solar Light Bollard annual maintenance instructions.

### 2. Making A Warranty Claim

If a warranty claim is made and accepted by "SBL", then at "SBL" discretion the product will be either repaired, replaced with a similar unit or spare parts provided to contractors. "SBL" provides a limited warranty for its products only to the person or entity that originally purchased the product from "SBL" or its authorized distributor, importer, sales agent, wholesaler, reseller or retailer.

When a warranty claim is being made:

- A Return Authorisation Request (RA Form) must be completed and sent to us first prior to removing the light head from the mounting fixture. "SBL" in most incidences or at "SBL" discretion, its authorized distributor, importer, sales agent, wholesaler, reseller or retailer who has supplied the product will contact you to discuss all possible external factors that may cause the product to fail firstly.
- If all external factors have been eliminated as the issue, you must then remove the light head section only and pack the product/s safely and securely to ensure no further damage in transit can occur and return the product/s at your cost to Solar Bollard Lighting (if in Australia) or the authorized distributor, importer, sales agent who has supplied the goods if outside of Australia for inspection.

**Please Note:** minimal condensation is not warrantable; this will dry out in most cases and will not affect the operation of the product.

### 3. For warranty claims to be honoured, the End User shall be responsible for ensuring the following:

- An initial geographical location and shade assessment has been completed by and authorized distributor, importer, sales agent, wholesaler, reseller or retailer, ensuring the 'Power In = Power Out' rule equation based on the Winter Solstice sun scenario and required night runtime hours is strictly adhered to. Any concerns this has been completed contact your original supplier for verification.
  - this assessment is based on the geographical locations Winter Solstice Solar Irradiation levels available and nightly runtime hours required, whilst allowing for possibility of future buildings that may occur after the date of installation, further shading from shrubs, bushes and trees currently within the installation location continuing to grow in the proximity over time.
- Have provided a completed SBL Series Warranty Card to establish identification of products in this claim.
- Allow "SBL" or its representative access to place/location where product in question is installed for purpose of examining product and installation location, and/or supply photographs of the installation site exactly as requested.
- Answer any and all questions without hesitancy, regarding the Solar Light Bollard/s actual installation location including detailed shading condition report which will be required to be checked at 9am, 12pm and 3pm.

### 4. Warranty excludes damage due to the following:

- Failure to observe any of "SBL" instructions regarding shipping, storage, handling, assembly, installation, geographical location and shade assessment and/or annual maintenance.
- Exposure to chemical fumes, acid rain, or other corrosive conditions.
- Scratching, abrading, misuse, abuse, notched impact, natural disasters, explosions, fire, traffic accidents, or any other cause beyond "SBL" control including Act of God and Force Majeure.
- Tampering, or attempted repair by non-authorized person/s.

"SBL" is not responsible for incidental or consequential damages.

"SBL" is not responsible for costs incurred in the process of removing, installing or repairing hardware onsite, this includes cost of (Hire Equipment, Labour, Transportation etc)

Unless given written consent prior to, "SBL" is not responsible for the condition or functionality of any product that has been modified, altered or installed in a location not suitable for the operating parameters of the specific model ordered for that geographical location.

"SBL" is not bound by verbal, implied, or inferred warranties unless agreed to in writing by "SBL" and not in place of such rights you may have by law.

"SBL" provides instructions, specifications and resources that outline the proper care and maintenance and normal use and service of its products.

The End User is responsible for adhering to the instructions and specifications for storage, installation, installation location, required maintenance and use of "SBL" products. Product documentation can be obtained from "SBL", or its authorized distributor, importer, sales agent, wholesaler, reseller or retailer during regular business hours within your region.