



Hera LED Lighting Warranty

Congratulations on your Product purchase!

We are proud of the Products we source and distribute and are confident that, when installed, used and cared for in accordance with the Product Instructions, your Product will provide years of reliable service.

We warrant that the Product is free from defects in materials and workmanship during the Warranty Period, provided that the Product is:

installed, used and cared for in accordance with those Product Instructions; and

(a) used solely as part of a Compatible Hera System.

For the avoidance of doubt, normal reduction in luminous output, colour shift or colour temperature variation associated with LED ageing does not constitute a defect.

If a Product fails during the Warranty Period because of a confirmed defect in materials or workmanship and a valid warranty claim is made, we will, at our option, either:

(a) repair the Product;

(b) replace the Product or affected component with an equivalent product or component; or

(c) refund the purchase price paid for the Product.

If an identical Product or component is no longer available, we may supply the closest available equivalent product or component. Because of technological developments and component changes over time, a replacement Product may differ in appearance, colour temperature, luminous output or other lighting characteristics from the original Product.

Making a Claim

If you become aware of a possible defect in the Product during the Warranty Period, please contact us as soon as reasonably practicable after becoming aware of it.

We may require you to:

(a) return the Product or an accessory of the Product to us for further assessment, inspection and testing;

(b) provide proof of purchase; and

(c) supply any additional information reasonably required to assess your claim, including images.

Please note that we are unable to properly assess your claim without proof of purchase or sufficient information.

If further information or investigation is required, we will contact you. Our aim is to resolve the claim as quickly and efficiently as possible.

Limitations

To the maximum extent permitted by law, this warranty does not cover, and we are not liable for, any indirect or consequential loss from the Product or in making a claim, including:

(a) removal or uninstalling costs;

(b) reinstatement or reinstallation costs;

(c) transport costs and disposal costs;

(d) loss of profit, loss of opportunity, loss of revenue; or

(e) any other indirect or consequential loss.

Nothing in this warranty excludes, restricts or modifies any rights you may have under the Australian Consumer Law.

Exclusions

Subject to the Australian Consumer Law, this warranty does not apply to any defect, damage, failure or loss arising from or contributed to by:

Installation and Use

(a) use of the Product other than as part of a Compatible Hera System;

- (b) incorrect installation;
- (c) installation contrary to the Product Instructions;
- (d) installation by unqualified persons;
- (e) use other than for the Product's intended purpose;
- (f) operation outside applicable specifications, ratings or operating parameters;
- (g) failure to comply with applicable electrical requirements;
- (h) failure to properly maintain, inspect, clean and store the Product in accordance with the Product Instructions;

Electrical Supply

- (i) power surges;
- (j) lightning;
- (k) electrical spikes;
- (l) unstable electrical supply;
- (m) electrical interference;
- (n) other external electrical influences;

Environment and External Factors

- (o) exposure to excessive moisture, humidity, water, condensation, steam, dust, chemicals or corrosive substances;
- (p) exposure to temperatures outside specified operating limits;
- (q) exposure to unsuitable environmental conditions;
- (r) exposure to direct sunlight or outdoor conditions unless the Product is specifically designed and rated for such use;
- (s) events beyond Lincoln Sentry's reasonable control, including natural disasters;
- (t) movement, distortion, shrinkage, warping, bowing, twisting or modification of cabinetry, joinery, walls or structures to which the Product is attached;

Product Alteration

- (u) modification, repair, alteration or tampering of the Product by any person not authorised by Lincoln Sentry;
- (v) mechanical stress, impact damage, misuse, neglect or abuse;

Normal Product Characteristics

- (w) normal wear and tear;
- (x) cosmetic deterioration that does not affect functionality;
- (y) colour variation;
- (z) LED colour shift;
- (aa) changes in colour temperature;
- (bb) reduction in luminous output resulting from normal LED ageing;
- (cc) reduction in luminous flux of up to 30% over the rated life of the Product; or
- (dd) any other performance changes that are within normal industry tolerances and published specifications.

Terms

The following terms have the following meanings:

Term	Meaning
Compatible Hera System	a system comprising Hera lighting products, controllers, drivers, transformers, power supplies, cables and accessories approved by Hera for use together
Product	any Hera LED cabinet lighting product, LED fitting, controller, driver, transformer, power supply, cable, connector or other related Hera component supplied by Lincoln Sentry
Product Instructions	the installation and instructions for the Product are supplied with the Product and also available at www.lincolnsentry.com.au
Purchase Date	the date You Purchased the Product, as specified on the purchase receipt
Warranty Claim Form	the digital claim form to make a claim, and is available via www.lincolnsentry.com.au
Warranty Period	the period of 3 years, commencing from the Purchase Date
We or Us or Our	Lincoln Sentry Group Pty Ltd Contact 1300 551 919 or orders@lincolnsentry.com.au
You or Your	the purchaser of the Product

Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law.

You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if they fail to be of acceptable quality and the failure does not amount to a major failure.

The benefits provided to you under this warranty are in addition to, and do not exclude, restrict or modify, any rights or remedies available to you under the Australian Consumer Law.