

Warranty

GENERAL 2 YEAR GUARANTEE

All fittings supplied, both interior and exterior, have a manufacturer's minimum guarantee of 2 years. This means that in normal and fair service, (and without incorrect or inappropriate installation or location), any product sold by Elstead Lighting or its partners should have no fault develop within a minimum of 2 years from purchase. Any fault that is found is covered by guarantee to be repaired or replaced at the suppliers cost, within this period.

ALL Elstead warranties/guarantees do not cover out of pocket expenses or consequential costs.

Please ensure you follow the care instruction guidelines for specific materials on the following page.

LIMITED LIFETIME WARRANTY

This warranty relates to certain ranges/models shown which are produced of materials that have an exceptionally long life expectation, such as solid brass lanterns. These fittings may age over time, but will not deteriorate to an extent where they will no longer function for the purpose intended. The "Limited" element relates to component parts such as rubber seals, lamp-holders etc. which are repairable but are not covered by the Lifetime warranty.

Please ensure you follow the care instruction guidelines for specific materials on the following page.

15 YEAR WARRANTY AGAINST STRUCTURAL FAILURE

Those models listed in our Scandinavian Collection as having a 15 year warranty are guaranteed, that from purchase to within 15 years of normal use, the fittings will not deteriorate to any extent where they experience any structural failure. There may be signs of aging, corrosion or paint fading, but the integrity of the construction of these fittings means they will not deteriorate to any extent where they are rendered unusable within a lifetime of 15 years.

Please ensure you follow the care instruction guidelines for specific materials on the following page.

3, 5, 10 AND 15 YEAR ANTI-CORROSION GUARANTEE

Many outdoor fittings have anti-corrosion guarantees stated on each relevant product page. This guarantee relates to the corrosion of paintwork on cast aluminium or steel fittings, and excludes locations within 5 miles of the coastline. Fittings that have been damaged, repainted or cleaned with an aggressive cleaner may be excluded.

Prior to agreeing to replace any fittings, the company reserves the right for the original seller or a representative of the company to inspect the damaged parts and for photographic evidence to be supplied.

Please ensure you follow the care instruction guidelines for specific materials on the following page.

COASTAL COLLECTION 20 YEAR GUARANTEE

These fittings are designed to be placed in the toughest of conditions including right by the coastline without exclusion. This guarantee covers protection of the finish against corrosion or UV degradation.

Please ensure you follow the care instruction guidelines for specific materials on the following page.

COASTAL COLLECTION 5 YEAR ANTI-CORROSION GUARANTEE

This guarantee relates to the corrosion of paintwork on composite parts. In the instance that fittings have been damaged, repainted or cleaned with an aggressive cleaner they may be excluded from the entitlement to a replacement. Prior to agreeing to replace any fittings, the company reserves the right for the original seller or a representative of the company to inspect the damaged parts and for photographic evidence to be supplied.

Please ensure you follow the care instruction guidelines for specific materials on the following page.

LED MODULE AND PIR SENSOR GUARANTEE

There are a number of products incorporating PIR sensors or LED modules. Whilst the fittings themselves may have varying physical guarantees against corrosion, these electronic parts are covered by a 2 year guarantee against failure. After this period, they are still repairable and serviceable, either by the company or local supplier.

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OUR WARRANTY TO YOU

All our products are designed to have high-grade performance, striking visual appearance and when maintained properly will give many years of good service. To support this, our product warranties differ for each type of material.



All wood parts on products
2 year warranty
against structural failure



Products /parts with outsourced casting or finishing processes
3 year warranty against
severe corrosion



Die-cast aluminium and Painted steel products
5 year warranty against
severe corrosion



Galvanized steel products
8 year warranty against
severe corrosion



All copper parts on products
Limited 10 year warranty
against structural failure
(Once installed, copper will immediately start
to develop a natural patina,
darkening over time)



316L Marine Grade Stainless Steel products
10 year warranty against
severe corrosion

CARE INSTRUCTION - ensure unit is electrically isolated before cleaning. SWITCH OFF POWER SUPPLY

Steel - powder coating	Clean the product with a soft cloth dampened with warm soapy water removing any surface deposits and wipe dry. It is recommended that the unit is cleaned immediately after installation and regularly thereafter. Repeat the cleaning/maintenance process at least every 3 months or more frequently if possible. Marine locations and areas with high levels of industrial pollution – these locations are considered EXTREME ENVIRONMENTAL CONDITIONS , therefore cleaning/maintenance must be conducted, at a minimum, of at least once a month. Lubricate screws with grease before assembly. Repeat annually.
Steel - hot dip galvanization	
Aluminium - powder coating	
Copper & wood elements	Please be aware that some finishes will mature and age over time once exposed to the sun and the weather elements. Copper may acquire a natural patina and timber will weather and mature, this is expected, and part of the character and appeal of a Norlys product. Apply a thin coat of contact cleaner/protector/light oil with a soft cloth ensuring full coverage. Use a good quality wood oil to protect timber components.
Stainless steel - INOX	Stainless Steel, whilst very resistant to corrosion, requires regular maintenance and cleaning to preserve the high quality appearance. The steel surfaces should be cleaned with mineral oil and wiped dry.

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TERMS & CONDITIONS

The warranties mentioned cover all light fixtures in the Pro Exterior Series catalogue.

Warranty claims are to be registered with the manufacturer at elsteadlighting.com

The Producer does not bear any further liability and is not responsible for consequential loss, additional costs as a result of damages, additional costs for any mounting and dismantling of the lighting, delivery of the lighting to the Producer, sending back product not qualified to be covered by warranty, and responsibility of damages caused by unprofessional installation of the outdoor lighting.

Liability of the Producer is limited to the value of the product.

The warranty covers the following:

- anti-corrosion protection of light fixture elements – the warranty periods, which are determined by design version, are listed in the table below:

Wood parts on products	2 years
Products / parts with outsourced castings or finishing processes	3 years
Die-cast aluminium, extruded aluminium, painted steel	5 years
Galvanized steel product	8 years
Copper elements, 316L marine grade stainless steel	10 years

WARRANTY EXCLUSIONS

The warranty does not cover the following:

- Products damaged in transport.
- Improperly used products.
- Products installed inconsistently with the attached instruction manual.
- Products powered by electrical voltage different from that specified in the instruction manual.
- Products used with light bulbs with power exceeding that specified in the instruction manual.
- Damaged products due to power surges or discharges in the electrical network.
- Products damaged by forces of nature and natural disasters.
- Products installed in floodlands.
- Products used without protection from faeces of household animals (cats, dogs, etc.).
- Products mechanically damaged by the user when the integrity of the protective layer is broken (scratches, bends, dents, cracks, etc.).
- Products damaged by aggressive chemical agents.
- Products with cracks, local stains, resin leaks, or reduced UV resistance of polycarbonate lamp shades resulting from natural aging of the materials used in production (Scandinavian wood, PC lampshades).

GENERAL TERMS OF USE

- We strongly recommend that the products are installed by a qualified electrician.
- Freestanding light fixtures should be installed to the ground with appropriate NORLYS anchors.
- Do not wash the fixtures with strong (abrasive) cleaning agents or chemically aggressive liquids (specifically solvents).
- Do not clean with a pressure washer or high powered washer jet.
- Condensation is a natural phenomenon that occurs in certain atmospheric conditions. Moist warm air and cold meet and cause condensation of water inside the lamp/glass.
- All products are manufactured using high quality materials and designed for many years of service, providing the unit is cared for regularly as defined below under "Care Instruction".