

# ELAN Fire Rated Downlight Extended Warranty Registration



## Section One : Personal Details

8 Watt - Domestic Application (5 Year Warranty)	<input type="checkbox"/>	10 Watt - Domestic Application (7 Year Warranty)	<input type="checkbox"/>
8 Watt - Commercial Application (3 Year Warranty)	<input type="checkbox"/>	10 Watt - Commercial Application (4 Year Warranty)	<input type="checkbox"/>

Company Name/Site of Installation		Contact Name	
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Address:	

Postcode:	
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Tel Number	
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E-mail address	
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☐ (I have read the T&Cs)

## Section Two : Product Details

Product Code	
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Quantity	
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Batch Code	
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Date of Purchase	
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Retail / Wholesaler	
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Installer Company	
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Installer Engineer/Electrician	(Print name)	(Signature)
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Installers Licence / Registration Number (NICEIC / ELESKA / NAPIT)	
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Date of Installation	
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(Customer Signature)

I acknowledge the product(s) have been installed to manufacturers conditions

## ELD LIGHTING EXTENDED WARRANTY

### **Conditions**

Within the relevant warranty period of ELD will replace, repair, rectify or take back products which ELD deems to be defective as a result of a material or manufacturing fault provided that the following conditions are complied with.

#### **1) CONDITIONS**

- 1.1) The warranty is only valid if the date of the purchase can be verified by the production of a valid receipt
- 1.2) The warranty is only valid if all of the product including the driver, warranty registration number, and proof of purchase are returned
- 1.3) The extended warranty must be applied for by completing and returning the registration form within 90 days of installation to ELD LTD, Compass House, Vision Park, Histon, Cambridge, CB24 9AD.
- 1.4) The warranty applies to purchases of new ELANs from an approved ELD stockist/retailer.
- 1.5) The product was installed by a qualified electrician (NICEIC / ELESCA / NAPIT registered) according to the instructions provided.
- 1.6) The product was installed in an area with a suitable environment including but not limited to ambient temperature, moisture levels and air flow.
- 1.7) The product has not been modified in anyway
- 1.8) The product has not been subject to inappropriate use by the owner or 3<sup>rd</sup> parties
- 1.9) The product has not been repaired by parties other than an ELD authorised representative

#### **2) SERVICES**

- 2.1) If after investigation the faulty item is beyond repair ELD reserves the right at its sole discretion to provide the customer with a new product of an equivalent specification or to offer the closest alternative available
- 2.2) Any repaired or replaced products will be covered by the warranty for the remaining warranty period in relation to the original product supplied

#### **3) DURATION**

- 3.1) In the event of ELD replacing any products the extended warranty remains valid for the remaining period of the original products supplied and no new extended warranty will be implied

#### **4) LIABILITY**

- 4.1) ELD shall not be liable for any unauthorised repairs or any replacement products fitted by an authorised installer
- 4.2) ELD shall not be liable for indirect or consequential losses or any costs, damages, charges or expenses except for liability that ELD is not allowed to exclude by law
- 4.3) ELDs total liability in connection with the provision of the products shall be limited to the price paid by the customer for the product

#### **5) MAKING A CLAIM**

- 5.1) To make a claim under the extended warranty please contact ELD by post at to ELD LTD, Compass House, Vision Park, Histon, Cambridge, CB24 9AD or by email at [sales@eldlighting.co.uk](mailto:sales@eldlighting.co.uk) or phone on 0844 846 6240.
- 5.2) Any returned product under the warranty is done at the sole risk of the customer and ELD will not be liable for any damages or losses during transportation
- 5.3) All costs related to carriage and returns are the responsibility of the customer.

ELD Lighting, Compass House, Vision Park, Histon, CB24 9AD