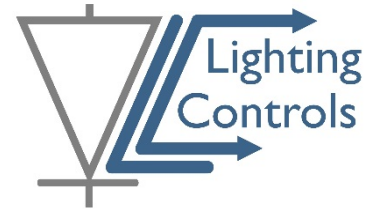


Lighting Controls Ltd

5 Bourne Mill Business Park, Guildford Road, Farnham Surrey, GU9 9PS
 info@lightingcontrols.ltd.uk



Your Extended Warranty Options

Thank you for choosing Lighting Controls Ltd for you lighting and ancillary control system. Your products are warranted for a period of two years against failure due to manufacturing defects. In the unlikely event that are products supplied by Lighting Controls should fail due to a manufacturer’s defect you need to call us on 01252 470 027 during normal working hours, have your installer remove the product and return it to our address. Your product will be repaired or replaced and send back to you or your installer at the discretion of Lighting Controls Ltd.

The Silver Option offers you:

- One on-site system check per year **FREE**
- 100% repair or replacement of faulty components
- A given percentage of the cost of repair or replacement of parts
- The labour cost in uninstalling and reinstalling the item that was defective is covered. 100% during years 1 and 2, 50% during years 3 and 4, 33% during years 5 and 6, and 25% from year 7 onwards if this extended warranty is valid
- A guarantee that our engineers will be at your site to replace or repair the product within 3 working days of you informing Lighting Controls Ltd of your problem

The Gold Option offers you:

- Three on-site system checks per year **FREE**
- Software and firmware updates **FREE**
- Emergency Test Procedures conducted remotely (where applicable) **FREE**
- 100% repair or replacement of faulty components
- 100% coverage of the labour cost of uninstalling/reinstalling the faulty item if this extended warranty is valid
- A guarantee that if we cannot solve the problem remotely, an engineer will be on site within 48 hours of our being informed of your fault

Differences	Basic Warranty	Silver	Gold
Repair/Replacement of parts	2 Years (from date of delivery)	Years 1 & 2 - 100% Years 3 & 4 - 50% Years 5 & 6 - 33% Years 7+ - 25%	100% for as long as warranty is subscribed to
Labour Cost: removal/installation of defective item		Years 1 & 2 - 100% Years 3 & 4 - 50% Years 5 & 6 - 33% Years 7+ - 25%	100% for as long as warranty is subscribed to
Guaranteed callout time	N/A	Within 3 working days	48 hours
Technician installation check up at no charge		Once per year for as long as warranty is subscribed to	Three visits per year for as long as warranty is subscribed to
Software/Firmware updates		50%	No charge
Emergency Test Procedures			Conducted remotely by Lighting Controls (where applicable)

For full details please refer to our Terms and Conditions