



## WARRANTY STATEMENT

### ARCHITECTURAL LIGHTING SYSTEMS & PRODUCTS

## 1 SCOPE

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This warranty statement applies to **Planet Lighting Architectural Lighting Systems & Products**, specifically the following product families:

- Planet LED Puck SNAP (all variants)
- Planet LED Puck SNAP SOLO (all variants)
- Planet LED Puck MegaPuck (all variants)
- Planet LED Puck Air (all variants)
- Planet LED Puck EXOSPHERE (all variants)
- Planet LED Puck with SENSE PIR system (all product families)

This warranty covers Mechanical & Electronic components such as LED emitters, connectors, wires, drivers, machined parts and factory fitted components supplied for new sales of products in these product range.

## 2 WARRANTY TERMS

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### 2.1 WARRANTY TERMS APPLICABLE TO NEW AND COMPLETE PRODUCTS

- 1) Applicable **Planet Lighting Architectural Lighting Systems & Products** including carry a repair or replacement warranty period/guarantee period of 5-years.

### 2.2 WARRANTY ON PARTS

- 2) The warranty period on parts supplied for repair is the shorter of the remaining warranty on the repaired unit, or 1-year.
  - a) Replacing a part on your product will never extend manufacturers warranty on that unit.



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- b) If replacement parts are improperly fitted or repairs are improperly made, the warranty on both parts and repaired product is void. At the manufacturer's discretion, any discrepancy from the manufacturer's tooling and instructions for effecting a repair may be deemed improperly fitted.

### 2.3 WARRANTY TERMS ON PARTS SUPPLIED FOR FINAL ASSEMBLY

- 3) Partially complete product supplied for the purpose of final product assembly by an authorised service agent or distributor are exempt from this warranty statement.
  - a) The manufacturer does not warrant the work of others.
  - b) The manufacturer does not accept responsibility for quality of parts or products where final assembly of the product is the work of an agent or distributor unless that activity is explicitly covered by a separate agreement between the manufacturer and that agent or distributor.

### 2.4 LIMITATIONS

- 4) This warranty does not apply to any defects, failure or damage due to or resulting from:
  - a) Misuse or use of the product in applications other than the tasks it has been designed for. Including but not limited to incorrect operation by the user and/or connection to or operation with an unsuitable power supply.  
**Please note:** High voltage spikes are easy to detect in LED devices. Any high voltage spike in the main supply to the primary side of the power supply may cause significant damage to the LED chip, and in such a case, the warranty becomes invalid.
  - b) Incorrect operation of the product, including but not limited to:
    - i) hot plugging (luminaire plugged into live circuit or disconnected from a live circuit),
    - ii) connection to or operation with an unsuitable power supply.
  - c) Incorrect installation of wiring of the product to the electrical supply.



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- d) Incorrect Installation of the product.
- e) Significant over voltage events due to any random failure event in mains power supply.
- f) Ordinary wear and tear.
- g) Alteration or modification of, or to, any part of the product.
- h) Repairs or attempted repairs by anyone not formally authorised in writing by Planet Lighting (Such authorisation to include scope of repairs authorised and a suitable audit trail of documentation, activity and date of approval).
- i) "Force majeure" including Acts of God, war, strikes, embargoes, refusals to grant licences and abnormal weather conditions.

### 2.5 WARRANTY PROCEDURE AND RIGHTS

- 5) On acceptance of a valid warranty claim **Planet Lighting** undertakes to repair or replace free of charge either the whole product or any part of the product that **Planet Lighting** deems to be defective as a result of a material or manufacturing fault.
- 6) **Planet Lighting** will not be liable for any loss, damage, cost or expense incurred as a result of the installation.
- 7) All costs associated with repairs due to equipment failure as covered under this warranty are to be covered by **Planet Lighting**. If it is found by **Planet Lighting** that such repairs are not covered by this warranty all costs incurred by **Planet Lighting** relating to that repair will be reimbursed in full to **Planet Lighting**.
- 8) Any repaired or replaced product will be guaranteed on the above terms for the unexpired portion of the warranty.
- 9) To make a claim under this warranty please contact your supplier. At the manufacturer's discretion, a warranty claim will not be deemed valid without provision of the following.
  - a) A copy of receipt or invoice documenting the purchase of the product.



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- b) Any record of initial product installation date relevant to clause (3) of this statement.
  - c) Full details of the problem including serial numbers and where relevant photographs and simple diagrams.
  - d) Reasons why a warranty claim is being made.
  - e) Return of the relevant product or products to the manufacturer or your supplier.
  - f) A completed warranty claim form where required by the manufacturer.
- 10) Valid claims will be reviewed by **Planet Lighting** within 30 days of **Planet Lighting** receiving claim details. Claims cannot be assessed until they are valid.
- 11) Once a valid claim is assessed by Planet Lighting, if approved for warranty the manufacturer will determine repair or replacement approach.
- 12) The rights and benefits under this warranty/ guarantee are additional to your statutory rights which are not affected.

### 2.6 LIMITATIONS ON WARRANTY TERMS

- 13) Subject to any statutory rights applicable to the sale, the period of warranty commences from the date of manufacture where that is marked on the product.

Where the date of manufacture is not marked on the product, then the period of warranty commences on:

- a) The warranty commences from the date of the invoice to the end user for the equipment from the supplier. So long as that record includes the serial number of the product, to tie that unit to that sale.
- b) If the serial number was not recorded on the date of invoice, then the date of manufacture of that product based on the manufacturing records tied to the product serial number will be the date the manufacturer's warranty commences.



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- 14) These manufacturer's warranty terms rely on the serial number as proof that the product is a genuine product of the manufacturer, supplied by legal sale to a distributor in the relevant territory. Warranty claims which cannot be tied to a legal sale in correct territory of genuine product will not be valid under any circumstances.
- 15) This warranty arrangement will apply as described above providing that:
- a) Planet Lighting are informed of any defect within 14 days of defect arising.
  - b) And the product was originally installed by a suitably qualified electrician according to the instructions and drawings in the manual. Contact [support@planetlighting.com](mailto:support@planetlighting.com) if you require an electronic copy of this document.
  - c) It is the responsibility of the purchaser to ensure that all systems are installed in accordance with the written instructions and drawings as supplied by **Planet Lighting**. Contravention of such instructions invalidates the guarantee and any rectification carried out by the **Planet Lighting** at the request of the purchaser is then chargeable by **Planet Lighting**.

### 2.7 PERIOD OF EFFECT OF THIS WARRANTY STATEMENT

- 16) This warranty statement comes into effect on 01 January 2026.
- a) It replaces all previous warranty statement. Unless an exclusive Warranty agreement was made for the specific projects. Proof of this Warranty agreement will be required to determine the validity of the Warranty claim.
  - b) Where the new warranty statement addresses detail not explicitly covered by the previous warranty statement, terms in the new warranty statement will apply.
- 17) This new statement does not change the manufacturer's warranty duration set in the previous warranty statement. Nor are the significant changes to limitations or warranty procedures.

## 3 MANUFACTURE DATE & STATUTORY WARRANTY

This warranty statement relies on marked date of manufacture as the primary commencement date for the manufacturer's warranty.



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This practice allows customers, distributors, service agents and the manufacturer to rely on a simple visible sticker on the product to quickly determine if the product remains under manufacturer's warranty. The intent of this practice is to facilitate repair or replace decisions at the end of the service life of our products.

It is understood that statutory warranty rights are tied to the date of sale to the end customer. It is understood that the date of sale will typically be some weeks or months more recent than the date of manufacture. The statutory warranty period is limited to 12 months, while the manufacturer's warranty is 5-years.

It is unusual but possible that a unit covered by this warranty statement is stocked for a long duration before sale. The manufacturer recommends that records are kept of purchases and serial numbers in any case. This manufacturer's warranty does not seek to reduce or set aside any statutory warranty rights.

The manufacturer through this warranty statement simply provides a fallback intended to facilitate warranty claims made on typical purchases in the event that purchase records are incomplete.

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