



WARRANTY STATEMENT

ARCHITECTURAL LIGHTING SYSTEMS & PRODUCTS

1 SCOPE

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 includes LED luminaires, connectors, cable, wires, drivers, machined parts and factory fitted components supplied for new sales of products in these product families.

2 WARRANTY TERMS

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.

Warranty terms on parts

- 2) The manufacturer's 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.
 - 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.



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- c) Repairs made by an authorised repairer appointed by the manufacturer will always be deemed properly fitted. The warranty on parts used in repairs by authorised repairers will extend to the remaining warranty on the repaired product.

2.2 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.

2.3 WARRANTY PROCEDURE AND RIGHTS

- 4) During the period of the warranty, **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 providing:
 - a) The product has not been hot plugged (luminaire plugged into live circuit or disconnected from a live circuit).
 - b) The product has not been altered or modified in any way. **Planet Lighting** reserves the right to decide whether a product or system has been tampered with or modified in which case this warranty becomes invalid.
 - c) The product has not been subjected to misuse 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.



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- d) The product has not been previously repaired by a person other than an authorised representative of **Planet Lighting**.
 - e) For products or components supplied by others for embodiment in a lighting system which utilises **Planet Lighting** equipment as a part of that system, it is the responsibility of the purchaser to ensure that those products or components are suitable for the purpose for which they are being used. If the equipment is damaged by incorrect application of driver, power supply or control components supplied by other, this warranty becomes invalid.
 - f) **Planet Lighting** will not be liable for any loss, damage, cost or expense incurred as a result of the installation.
 - g) All costs associated for 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**.
 - h) Any repaired or replaced product will be guaranteed on the above terms for the unexpired portion of the warranty.
 - i) Damage or failure was due to an "Act of Nature or of God".
- 5) To make a claim under this warranty please contact the **Planet Lighting** distributor or 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.
 - 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.



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- 6) 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.
- 7) Once a valid claim is assessed by Planet Lighting, if approved for warranty the manufacturer will determine repair or replacement approach.
- 8) The rights and benefits under this warranty/ guarantee are additional to your statutory rights which are not affected.

2.4 LIMITATIONS ON WARRANTY TERMS

- 9) 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(sticker)¹.

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.
- 10) 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.
 - 11) This warranty arrangement will apply as described above providing that:
 - a) **Planet Lighting** are informed of any defect within 14 days of defect arising.

¹ Note that the manufacturer marks date of manufacture on most products using a "WWYY" format. This is composed of week number (European standard) and year. e.g 21 Oct 2022 falls in week 42 of 2022. A product made in this week would be marked "4222". A 5-year manufacturer's warranty would carry until the end of week 42 in 2027 i.e. Sunday 26th October 2027.



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- 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 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 the **Planet Lighting**.

2.5 PERIOD OF EFFECT OF THIS WARRANTY STATEMENT

- 12) 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.
- 13) 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.

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 typical 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. However, typical statutory rights are not longer than 12 months and this period will typically be



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more than covered by the **Planet Lighting** 5-year warranty based on the date of manufacture.

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.

END OF THE DOCUMENT