



Electrical Contracting 1049402

LED WARRANTY INFORMATION, Retail Sellers

Thank you for your purchase of **ELECTRIC FIX** LED Product.

Common to the Globe and Spotlight range of Lighting is the 1 watt EDISON ARC Series, Manufactured by www.edison-opto.com.tw, more information can be sourced at this web site. This LED is used because of its reasonable cost, high output efficiency and reputation for high reliability more than 15 years of manufacture. Other LED Types are sometimes used including CREE, and EVERLIGHT

LED Lighting life span is entirely dependant on operating temperature and environment. Decay of output over time is accelerated by higher operating temperatures. The LED "Electronic Driver Circuit" is also affected by extreme heating.

Example 1 :Operating Temperature 100 Degrees Centigrade, 50% loss of output @ 38 000 Hours

Example 2: Operating Temperature 80 Degrees Centigrade, 50% loss of output @ 80 000 Hours

Example 3: Operating Temperature 60 Degrees Centigrade, 50% loss of output @ 140 000 Hours

Example 4: @ 6000 hours, % light output remaining, 100 degrees=90%, 80 degrees=95%, 60 degrees=97.

Note, information taken directly from EDISON Manufacture Specification and Testing Data, see data Sheet

When pairing Globes to Light Fittings in shop, operating temperature should be taken into consideration, in particular Commercial installation.

Example 1 :Average Operating Temperature inside round 120mm round glass fully enclosed pendant = 100 degrees

Example 2 : Average Operating Temperature inside enclosed (glass cover bottom) but ventilated CFL small recess fitting (horizontal Globe) = 90 degrees

Example 3 : Average Operating Temperature inside unenclosed ventilated CFL recess(vertical Globe) or glass shade that is (larger than 120mm) open at the bottom = 60 degrees

Example 4: Average Operating Temperature standard batten holder/pendant/track any open position = 53 degrees.

All above tests were done inside normal domestic dwelling air conditioned to 22 degrees Centigrade.

Note, @10 hours of operation per day 38 000 hours is more than 10 years.

A maximum of 5% of output loss can be expected for every year of service in even the most extreme operating environment.

Note, the PAR31, PAR38 and LED Tube Light running Temperature is on average 15 degrees less than a globe, and are considered more suitable for Commercial application .'

LED GLOBE DRIVER CIRCUITS life span are also greatly accelerated by heat. Majority failures of LED Globes are due to driver fault. Expect LED Globes that are tightly fully enclosed or operate at more than 85 degrees in hi duty environment to fail within 2 year warranty period .This should always be communicated to the Customer.

Voltage Transient , caused by severe faults in the Tasmanian Electricity System, can unfortunately cause failure.

Installing isolation transformers, power filters, for protecting larger populations of LED in operating environment that can expect voltage transient situations within a warranty period is recommended. Advise Commercial Clients, longer warranties are available to Customers that agree to protect their LED Lighting Systems approved by ELECTRIC FIX .

100% duty cycle LED Globes without reasonable Voltage Transient protection 1 year warranty, except PAR 30, 38, 3x3 watt Traditional Globes, 12 watt large Globes and LED Tube Lights. These larger Globes are designed and selected for Commercial use and some even have on board installed Metal Oxide Surge Arrestors.

Operating Temperature can also be affected by supply voltages. All 240volt rated Globes and spot lights are fitted with Drivers that operate up to 265volts, which means on average that the LED is under driven. Outcome of this is longer lifespan, and higher tolerance to daily Electricity System Peak Voltages experienced in Tasmania.

12/24 volt lighting is to be supplied from preferably Battery, constant output drivers or iron core transformers with universal dimmer in series. No warranty for 12v Spot Lights supplied from Electronic type drivers designed for Halogen or CFL Loads. Some are Ok but generally not, expect failure.

ELECTRIC FIX LED has the ability to be electronically dimmed although take care with your ordering as they are not generally supplied unless specified. (All MR16,12vac spotlight are dimmable, with iron core transformers and "CLIPSAL Universal" dimmers only)

No ELECTRIC FIX LED Globe or Tube is designed to be waterproof in any way, unless specified, and will not be covered under warranty if seen to be damaged by corrosion or water ingress.

All Product is individually tested at the Factory of assembly before packing and shipping. All Product supplied for Retail is also individually inspected and tested before dispatch.

Conclusion is that ELECTRIC FIX LED is designed to be reliable, with calculated lifespan for most operating environments. LED Globes/ Spotlights are rated to last 50 000Hours. Quality Assured and Tested.

Evaluation of failed LED product and intensive dialogue with the Manufacturer has greatly increased the reliability of ELECTRIC FIX LED Globes over time and experience with "actual proven outcomes" . LED Globes are evaluated/tested by highly qualified, Tasmanian Electrical Contractors, that wish to develop "trust" in the Product by the Consumer. Our core goal is to Guarantee Tasmanians save money over ALL other types of lighting . Adhere to Industry Best Practice and Safety and Standards for LED Lighting

To date, units have yielded generally less than 2% failure rate after testing and in service. All failed units will be returned to ELECTRIC FIX for evaluation and possible replacement. This process improves process and standards of Manufacture.

It is advisable to have LED Globe RETRO FITTING undertaken or supervised by an Electrical Contractor or Approved Seller/ Installer of ELECTRIC FIX LED Product.. Correct installation is proven to be vital in performance character true to specification. These conditions can effect warranty

Normal Procedure for any failures of ELECTRIC FIX LED.

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Exchanged upon presentation and receipt, failed LED Product for 2 years from date of purchase for genuine Manufacturer faults. All returned or collected failed ELECTRIC FIX LED is to be investigated, including ALL Products that are up to 10 years old. It is possible that LED may be exchanged if proved that Manufacturer Fault is found. No cash refunds available, only suitable exchange, and in some cases repaired.

Above everything else CUSTOMER SAISFACTION will be upheld and the General Manager of ELECTRIC FIX will be personally available/accountable for any failed Product, and investigation thereof, not the Retail Seller unless proper technical training has been proven, or a long track record of expertise in this field agreed to by ELECTRIC FIX Management, this is a requirement from the LED Manufacturer/Assembly Facilities General Manager. This is to protect the good name of the Retailer and ELECTRIC FIX LED and Control Product.

We hope here at ELECTRIC FIX that you the Seller find these terms agreeable, and wish you well in the future of LED maintenance free lighting.

ELECTRIC FIX

General Manager of Import, Sales and Warranty

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