



WARRANTY POLICY

Red Arrow Electrical Limited warrants all manufactured luminaires and electrical products to be free from material defects and defective workmanship for the duration of the specified warranty period. The warranty period is dependent upon the type of luminaire or electrical product and the specified warranty for that product type. Please refer to the specific product specification sheet for details of the appropriate warranty (available from the website or office) or the instruction leaflet supplied with the product to ensure accuracy of any subsequent warranty claim.

GENERAL CONDITIONS OF GUARANTEE

- For every Red Arrow (RA) product in the subsequent list that demonstrably fails, because of a material or manufacturing fault within the relevant guarantee period, RA will decide to provide a free-of-charge replacement product or issue a credit note. The guarantee always applies from the first failed product onwards – and not just to product failures above the published product failure rate.
- All products repaired or replaced by RA will be warranted for the remaining period of when the original warranty commenced.
- Should exact replacements not be available, RA will provide the closest equivalent product type and will accept no responsibility for the product not exactly matching the product it replaces.
- The guarantee covers RA products, if they have been operated in accordance with RA specifications and applicable IEC regulations.
- The following applies to LED PRODUCTS: The guarantee only applies to failures due to material or manufacturing defects (claims due to colour change and reduced luminous flux over the product lifetime are not covered by this guarantee). The failure of a single LED chip is explicitly not regarded as a defect for which this guarantee applies.
- RA reserves the right to analyze the operating data from the products for guarantee purposes. In case of non-agreement to the findings from/of the operating data, legal warranty conditions are relevant.
- The guarantee starts from the date the above-mentioned products are sold from the Distributor (proof of purchase required) but not later than 2 years after the RA product was manufactured (production code on the product). If proof of purchase cannot be provided, then the date of manufacture will be used.
- An annual operating time of up to 5,000 operating hours is assumed.
- Under the 5-year product guarantee components are limited to a maximum of 20 switching cycles per day. Products are limited to a maximum of 20,000 switching cycles during their warranty period.
- RA will decide about the validity of guarantee claims. This requires the return of the failed product for failure analysis as well as the analysis of the operating data.
- Legal warranty claims remain unaffected by this guarantee and shall remain valid concurrently and independent of this guarantee.
- This guarantee does not apply for products that have been repaired or modified by anyone except RA itself.
- This guarantee does not apply for colour or surface alteration that occurs to products that are mounted outdoors in a coastal application or to plastic parts that will discolour or become brittle as part of their natural ageing process.
- For emergency products, warranty is specifically excluded in instances where there are products that have been incorrectly cycled through charge/discharge or installed outside the temperature operating parameters.
- For luminaires with an integrated emergency solution factory fitted by RA the Luminaire the emergency versions carry a separate warranty for the batteries which is 1 year for NiCad and 2 years for LiFePO from date of installation to BS EN5266-1:2016
- RA can accept no responsibility for product incompatibility of any luminaire or lamp with other manufacturers products including dimmers, drivers and control gear including site transformers. For information on suitability of use with other manufacturers products please contact our technical support department.
- Acceptance of any warranty claim is also subject to our general terms and conditions, either for our general warranty or our on-site warranty below. A copy of which is available upon request or readily available on our website.

ON-SITE WARRANTY

- For every product in the subsequent list. RA offers a limited on-site warranty. The on-site warranty may be subject to prior registration (if required) and any request for on-site support must be made in writing to RA direct.
- The warranty holder may be requested to complete a warranty claim form prior to any site visit being carried out.
- RA representative must be allowed to have access to the site if requested; prior to, during and after any work being carried out either on site or remotely.
- Should the fault arising be due to misuse or incorrect installation of the product, RA reserve the right to charge costs incurred to the point of request for on-site assistance.
- No third-party costs whatsoever will be agreed to unless they have been confirmed and agreed by RA in writing prior to any works being carried out.
- Luminaire installation must have been carried out in accordance with BS EN 7671 and all amendments (IET). Provision of latest EICR may be requested. If installation contravenes the protection for safety (Protection against electric shock) part 4, chapter 41 of BS 7671 then no work will be carried out.
- Access must be granted within normal operating hours and every effort must be made to give availability to onsite access equipment or there will be a limit to the level of on-site support available.
- RA reserves the right to carry out work with its own qualified engineers or from time-to-time substitute with approved sub-contractors where necessary.
- Should RA agree under certain circumstances that the on-site contractor or maintenance engineer is authorized to carry out any remedial work then the estimated cost for repair or replacement must be provided prior to any work being carried out. No costs whatsoever will be agreed to unless they have been confirmed and agreed by RA in writing prior to any commencement of work. RA will reserve the right to inspect and approve any work that has been carried out and charged for.
- RA specifically excludes any third-party charges for travel, accommodation or equipment hire as per the conditions above.

PRODUCT SUMMARY OF WARRANTY AND ON-SITE WARRANTY

PRODUCT TYPE	WARRANTY	ON-SITE WARRANTY
COMMERCIAL LIGHTING		
Rhombus Pro High Efficacy TP(a) Back-Lit Panel	7 Years	2 Years
Rhombus Pro Low Glare TP(a) Back-Lit Panel	7 Years	2 Years
Rhombus Plus High Efficacy TP(b) Back-Lit Panel	5 Years	2 Years
Rhombus Back-Lit TP(b) Panel	5 Years	2 Years
Rhombus CCT Back-Lit Panel	5 Years	2 Years
Bastion Edge-Lit TP(b) Panels	5 Years	2 Years
Surface Mounting Kits For Rhombus & Bastion Panels	1 Years	N/A
POLO X IP65 Slim Bulkhead (Battery Warranty 1 Year)	5 Years	2 Years
POLO COMBI CCT IP65 Slim Bulkhead	5 Years	N/A
Circular Gear Trays (Multi-Fit LED Gear Tray) (Battery Warranty 1 Year)	5 Years	2 Years
Square Gear Trays (Multi-Fit LED Gear Tray) (Battery Warranty 1 Year)	5 Years	2 Years
Wilson X Slim High Efficacy Bulkhead (Battery Warranty 1 Year)	5 Years	2 Years
BF Batten Fitting - LED Surface Batten Fitting	5 Years	2 Years
LED Linear Slimline Surface Luminaires	3 Years	1 Year
Sabre CCT Colour Switchable Batten fitting	5 Years	2 Years
Sabre Pro Batten Fitting (Battery Warranty 5 Years)	7 Years	2 Years
DISCUS Ultra - Slim Wattage Selectable Luminaire	3 Years	1 Year
DISCUS MAX CCT & Wattage Selectable luminaire	3 Years	1 Year
DISCUS PRO Smart Surface & Suspended Luminaire	5 Years	2 Years
Sentry Access Control System	3 Years	N/A
Laser Linear Suspended Luminaire	5 Years	2 Years
Razor Edge Lit Panel	7 Years	2 Years
Platinum Bulkhead (Battery Warranty 3 Years)	5 Years	2 Years
Guardian Anti Ligature Bulkhead	5 Years	N/A
INDUSTRIAL LIGHTING		
Weather Guard IP65 Non - Corrosive Fittings For LED Tubes (Excluding Lamps)	2 Years	2 Years
WeatherGuard Plus + Non - Corrosives Fittings	7 Years	2 Years
Commando Dimmable High Bays	5 Years	2 Years
UFO-X Dimmable High Bay 5 years 2 years	5 Years	2 Years
Commando Plus	5 Years	2 Years
Commando Pro	7 Years	2 Years
Hi-Lo Bay Linear High Output Luminaires	5 Years	2 Years
SITE LIGHTING		
WeatherGuard Site	3 Years	N/A
WeatherGuard Site with Flex & Junction Box	3 Years	N/A
WeatherGuard Tripod - Site Tripod Heads & Tripod	3 Years	N/A
Plasterer's A - Frame Portable Lighting	3 Years	N/A
Festoon Kits 110v Multi-Head Festoons	2 Years	N/A
Connectable Festoon Kits 110v Extendable Festoon	2 Years	N/A
UPLIGHT Workspace Lighting	2 Years	N/A
GLOBELIGHT 360 Degree Workspace Lighting	2 Years	N/A
ST20 110v Portable Task Light	2 Years	N/A
Garrison Hand Held And Tripod Work Lights	3 Years	N/A

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LF12 Dual Voltage Site Bulkheads	2 Years	N/A
Taurus Site Dual Voltage Site Bulkheads	3 Years	N/A
Emergency Bulkhead 110v Maintained/ Non Maintained	1 Years	N/A
VANGUARD SITE Emergency Bulkhead 110v	5 Years	N/A
EMERGENCY TWIN SPOT 110v Emergency site Lighting	2 Years	N/A
FLSMD SITE FLOODS Multi - Voltage	3 Years	N/A
FLAC SITE 110v Slimline Floodlight	2 Years	N/A
KRYPTON Rechargeable Floodlights	3 Years	N/A
FL10YR Rechargeable Floodlight	2 Years	N/A
110v Accessories - Splitter Box & Couplers	1 Year	N/A
Juno 65 Site	5 Years	N/A
Comet Site	3 Years	N/A
Jupiter Floodlights	7 Years	2 Years
Towerlight 360	3 Years	N/A
TRANSFORMERS		
Transformers	1 Years	N/A
DOWNLIGHTS		
VENUS Compact Downlights	5 Years	2 Years
ORBIT - Ultra Slim Circular DownLights	3 Years	N/A
SHOPLIGHT Pro - Recessed Adjustable Downlights	5 Years	1 Year
DLSRA - Square Adjustable Downlight	3 Years	N/A
STELLAR 3CCT/4CCT Fire Rated Downlight	5 Years	N/A
STELLAR TILT 3CCT Fire Rated Downlight	5 Years	N/A
STELLAR SMART Fire Rated Downlight	5 Years	N/A
STELLAR SMART TILT Fire Rated Downlight	5 Years	N/A
FRLEDP - Firerated Dimmable Downlights	5 Years	N/A
FRDLR - Firerated Downlights	5 Years	N/A
DLSMD CCT Selectable Downlight	3 Years	N/A
IGNIS PLUS - GU10 DIE-CAST Firerated Downlight (Excluding Lamps)	1 Year	N/A
IGNIS - GU10 STEEL Firerated Downlight (Excluding Lamps)	1 Year	N/A
HOOP PLUS - GU10 DIE-CAST Downlight (Excluding Lamps)	1 Year	N/A
HOOP - GU10 STEEL Downlight (Excluding Lamps)	1 Year	N/A
EMERGENCY LIGHTING		
5 in 1 Multi - Posistional Exit sign	2 Years	1 Year
EBM Exit Box - Exit Sign With UP Legend	1 Year	1 Year
HT EXIT SIGN Cuiling/ Wall Blade Exit sign	1 Year	1 Year
502B RECESSED BLADE STYLE Exit Sign	1 Year	1 Year
EMERGENCY BULKHEAD Maintained / Non Maintained	3 Years	1 Year
VANGUARD Emergency bulkhead	5 Years	2 Years
502F RECESSED EMERGENCY	1 Year	1 Year
SENTINEL - High Performance Emergency	3 Years	2 Years
SENTINEL Pro - High Performance Emergency	5 Years	2 Years
EMEGENCY DOWNLIGHT Recessed Non - Maintained	2 Years	1 Year
TWIN SPOT - Emergency Projector	1 Year	1 Year

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PRODUCT TYPE	WARRANTY	ON-SITE WARRANTY
JUNO TWIN SPOT Emergency Projector	5 Years	2 Years
IP65 TWIN SPOT - Emergency Projector	1 Year	1 Year
JUNO IP65 TWIN SPOT Emergency Projector	5 Years	2 Years
Emergency Flexi - NiCd Emergency Conversion Kits	5 Years	2 Years
TITAN - LiFeP04 Emergency Conversion Kits	5 Years	2 Years
TITAN X - LiFeP04 Emergency Conversion Kits	5 Years	2 Years
TITAN Conmmando - LiFeP04 Emergency Conversion Kits	5 Years	2 Years
Athena Multi Positional Exit Sign	5 Years	2 Years
Artemis Sleek Exit Sign	5 Years	2 Years
OUTDOOR LIGHTING		
METEOR - Ultra-Slim Floodlights	2 Years	1 Year
FLAC - Slimline Floodlights	2 Years	1 Year
Comet- Slimline Floodlight	3 Years	1 Year
FLSMD - Area Floodlights	3 Years	1 Year
Jupiter Floodlights	7 Years	2 Years
ZENITH - Archetecural Wallpack	7 Years	2 Years
WPS - Slimline Wallpack	5 Years	1 Year
PEAK - Mini Wallpack	5 Years	2 Years
DBR - Die Cast IP65 Bulkheads	5 Years	2 Years
ROBUST - Circular & Square IP65 Bulkhead	5 Years	1 Year
TAURUS - IP65 Bulkhead	3 Years	1 Year
LF13- Dusk to Dawn & PIR Bulkheads	2 Years	1 Year
Guard Architectural Bollards	5 Years	2 Years
Orion Sleek Street Lights	5 Years	2 Years
Castor Asymmetric / Symmetric Floodlights	7 Years	2 Years
LIGHTING ACCESSORIES		
LED T8 TUBES	3 Years	N/A
GU10 LED Lamps	2 Years	N/A
GU10 ACCESSORIES	1 Year	N/A
MICROWAVE & DAYLIGHT SENSORS	3/5 Years	N/A
PHOTOCELLS	1 Year	N/A
Fluorescent Starters	1 Year	N/A
Junction Box	10 Years	N/A
Lamp Holders	1 Year	N/A
PIR Sensors	1 Year	N/A
LED DRIVERS	3/5 Years	N/A
ELECTRICAL PRODUCTS		
CTI CONSUMER UNITS - Metal Clad with 100A Isolator	5 Years	N/A
CTI CONSUMER UNITS - With Mains Isolator And RCD,S	5 Years	N/A
CTI CONSUMER UNITS - Pre Loaded With RCD,S And MCB,S	5 Years	N/A
CTI CIRCUIT DEVICES - MCBs, RCBO & RCDs + Mains Switch	5 Years	N/A
SMOKE, HEAT & CARBON MONOXIDE ALARMS	5 Years	N/A
KT2 AIR STERILISER	5 Years	2 Years
KT3 AIR STERILISER	5 Years	2 Years