

# Auslite Solution

## 5-Year General Product Warranty Statement

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### 1. Warranty Coverage

Lity Group Pty Ltd (“Auslite Solution”) warrants that all Lity Group-branded products (“Products”) are free from manufacturing and/or material defects for a period of **five (5) years** from the date of delivery, provided that all the conditions outlined below are met.

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### 2. Warranty Conditions

This warranty applies only when all of the following conditions are satisfied:

1. The Products are used in accordance with the stated product and usage specifications (as described in the specification sheet, product brochure, or product label).
2. The Products are professionally installed and commissioned according to the installation instructions provided.
3. All maintenance and repair work is carried out strictly in accordance with the manufacturer’s specifications and by authorised personnel.
4. Any software updates or added functionalities are performed only by Lity Group or an authorised third party.
5. The Products are operated within the specified temperature and voltage limits as defined by the relevant technical standards.
6. The Products are not subjected to unintended mechanical, thermal, or chemical stress that could affect their performance or integrity.
7. For outdoor installations, the following environmental limits must be met unless otherwise stated in the technical documentation:
  - Maximum night temperature: **40°C**
  - Minimum night temperature: **-20°C**
  - Maximum daytime temperature (when off): **60°C**

- Products should be operated daily and used for an average of up to **4,400 hours per year**.
8. For LED products and electronic components, this warranty covers up to **22,000 operating hours** (approximately 12 hours per day). Within this period, the warranty applies to failures exceeding a mean nominal failure rate of **0.2% per 1,000 hours**, unless otherwise specified in the product documentation.

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### 3. Warranty Scope

This warranty covers only product failures that are proven to be caused by material, design, or manufacturing defects exceeding the mean nominal failure rate.

If a claim is determined to be valid, **Lity Group**, at its sole discretion, will:

- Repair the defective product; or
- Replace it with an identical or equivalent product; or
- Refund the original purchase price of the product.

For repaired or replaced products, the original warranty period continues to apply and will not restart.

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### 4. Exclusions

This warranty does **not** cover:

- Damage or defects resulting from improper installation, misuse, negligence, accident, or force majeure (including lightning or power surges).
- Failures caused by voltage fluctuations or electrical disturbances outside normal operating limits.
- Defects caused by unauthorised repair, modification, or tampering.
- Consumable components such as replaceable lamps (excluding integrated LEDs), batteries, or other parts subject to normal wear and tear.
- Deterioration of surface finishes (e.g. paint or coating) due to environmental exposure, corrosion, or chemical contamination.
- Any associated labour, equipment hire, transport, or disposal costs related to removal, repair, or replacement.

- Products not fully paid for according to agreed sales terms.

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## 5. Warranty Claim Procedure

To make a warranty claim, the customer must:

1. Notify **Lity Group** in writing within **30 days** of discovering the defect.
2. Include proof of purchase (invoice or sales agreement) and evidence of the defect (e.g. photos or test reports).
3. Retain the defective product in its original condition (including light source) until inspection or evaluation by Lity Group is completed.

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## 6. Limitation of Liability

This warranty represents the **exclusive remedy** for defective Lity Group products. Lity Group shall not be liable for any indirect, incidental, or consequential damages, including but not limited to loss of profit, project delay, or commercial losses resulting from product failure.

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## 7. Governing Law

This warranty shall be governed by and construed in accordance with the **laws of New South Wales, Australia**, and any disputes shall be subject to the exclusive jurisdiction of the courts of New South Wales.

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**Effective Date:** 23 Jan 2026

Lity Group Pty Ltd (ABN 99 621 727 482)

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[www.auslite.com.au](http://www.auslite.com.au)