

Standard Warranty

1. Warranty Period

The warranty applies to the Mersus 2 LED range of profiles for a period of 3 years from the installation date, or the manufacture date if this is not verifiable.

2. Replacement/Repair

If a Mersus 2 product fails to function within the warranty period, we shall at our sole discretion provide a free of charge replacement or we shall repair the defective components under the terms below. No consequential costs to cover removal and re-install, subject to a warranty claim will be accepted under any warranty from KAL. Any other costs, including but not limited to replacement costs upon installation costs caused by failures from the installation or other damages are not covered under this warranty.

Replacement components shall be supplied as close to the original specification but through continual increase in performance characteristics and product development we cannot guarantee this.

3. Returns

The purchaser making a warranty claim shall contact KAL, or their authorised distributor at the earliest opportunity to be provided with an address for the return of the product. Once goods are received, the validity of the claim will be checked and proof of purchase may be required. KAL reserve the right to perform diagnostic examination to determine patterns of usage and cause of failure and reserve the right to be the sole judge as to whether a returned product is defective under our warranty terms.

4. Notes/Conditions under Warranty

This warranty applies only to defects in materials and workmanship and only where KAL products are properly handled, stored, installed, wired and maintained in accordance with the most recent published KAL product usage guidance. This warranty does not constitute any inference as to the suitability of any product for any purpose. In no event shall KAL be liable for any other costs or damages including lost profits, incidental, special or consequential losses.

Warranty does not apply in the event of:

- Product damage due to abuse, unauthorised alteration or modification, accident, fire, flood, lightning, rodents, insects, negligence or acts of God.
- Installation by un-qualified personnel
- Product modification, or attempted repair by non KAL staff
- Product installation or storage in "abnormal" conditions or locations, including but not limited to those where;
- Ambient temperatures exceed 55°C
- There is excessive humidity
- Any product has been subjected to excessive mechanical stress or physical damage
- IP65 or IP67 class luminaires are installed without adequate local drainage, or become immersed in water
- Chemical contamination or damage from salt laden air
- Damage from use of pressure washers or other mechanical cleaners
- Improper use of "sanitizing products" and maintenance using improper or unapproved chemical compounds/solvents
- Unauthorised use of parts or accessories not manufactured by KAL in conjunction with KAL products
- KAL Constant Voltage products are supplied with incorrect voltage
- Incorrect layout, cutting and connection of wiring; intermittent or improper mains electrical supply
- Products having damaged cables or connectors
- Products which have been installed more than once or have not been returned promptly and directly to KAL for fault diagnosis or testing

5. Warranty contacts

Claims under warranty can only be made by the original purchaser by contacting KAL or a local KAL Distributor.



Contact our sales team for further assistance

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