



EXTENDED WARRANTY APPLICATION

An extended 5 year warranty is available on **EternaPro** LED products included on the *Approved Product List*, reflecting the confidence we have in the quality of this range.

The period of any valid extended warranty commences from the date of installation – subject to the date of manufacture*. Please keep your receipt/invoice as proof of purchase as this will form part of your warranty. Your statutory rights are unaffected.

The extended warranty is available for application following installation in the UK or Ireland by a competent person in accordance with the current building and IEE wiring regulations. Once the application form is fully completed and registered with Eterna Lighting Ltd, the warranty is valid when a Warranty Number is issued and posted to the applicant.

Throughout the extended warranty, Eterna shall repair or replace free of charge, either the whole product or any part of the product (excluding glass parts and consumables) deemed defective as a result of a material or manufacturing fault. Eterna's liability is limited to the repair or replacement of the product at the price paid by the customer for that product alone. Eterna shall not be liable for other associated costs such as installation or refit charges, unauthorised repair or replacement costs or claims for damages, loss of profit, charges, fees, indirect or consequential loss or expenses.

IN THE EVENT OF ANY CLAIM ON THE WARRANTY IT IS ESSENTIAL THAT:

- ✓ Eterna are promptly informed of the defect in writing, quoting the Warranty Number issued on warranty registration
- ✓ The product has been installed by a registered qualified electrician, according to the installation instructions supplied with the product
- ✓ The product has not been altered or modified in any way
- ✓ The product has not been misused (incorrect operation by the user, connection to or operation with an unsuitable power supply or controls)
- ✓ No previous attempt at repair has been made prior to making the claim
- ✓ The complete product is returned to the wholesaler from whom the product was originally purchased; the wholesaler will then arrange the return, inspection, repair or replacement of the product with Eterna as deemed necessary

The warranty is not transferable to any person acquiring **EternaPro** LED product(s) second hand. If the defective product is no longer available, Eterna may provide alternatives of similar specification and quality. Repaired or replaced product(s) are guaranteed for the unexpired portion of the extended warranty.

In order to take up an extended warranty, complete all parts of the form attached in full and return it to: Extended Warranty Team, Eterna Lighting Ltd., Huxley Close, Wellingborough NN8 6AB within 90 days of purchase. Ensure you retain a copy of the form and in the event you do not receive a Warranty Number within 28 days, please call us on **+44 (0)1933-673144**. Should you need further advice on the product or the warranty, please write to us or call us.

*Where a wholesaler holds a product in stock for more than 12 months, the duration of any extended warranty may be reduced accordingly



EternaPro LED

5 YEAR EXTENDED WARRANTY APPLICATION

FOR COMMERCIAL & DOMESTIC INSTALLATIONS OF APPROVED **EternaPro** LED PRODUCTS

All sections of this form MUST be completed with the appropriate information to ensure your warranty is valid.

ENSURE YOU HAVE ATTACHED A COPY OF THE INVOICE/RECEIPT – THIS IS MANDATORY

ABOUT THE WHOLESALER

Date of purchase from wholesaler

Wholesaler name & branch

Wholesaler address and postcode

Invoice/receipt No.
(Ensure you attach a copy of this to this form)

ABOUT THE PRODUCT

EternaPro product code (see box or product)

EternaPro product batch code
(see box or product eg. 17/12)

ABOUT THE INSTALLER

Electrical contractor / installer name

Installer's address and postcode

Electrical contractor / installer professional status

Qualifying body & licence number

ABOUT THE INSTALLATION

Brief description of the installation

Power supply / control equipment used

Installation name, address and postcode

Installation date

Print Name

Position

Signature

Date

ADMIN SECTION for Eterna use only

Date Received

Date Warranty No. Issued and Posted

Approver's Signature

EPEW Number

EXTENDED WARRANTY APPROVED PRODUCTS

Stock Code	CSLEDCREM3	LEDBAT5HO	SDCSLEDCR
ALEM3BKEYE	CSLEDWH	LEDBAT6HO	SDCSLEDWH
ALEM3BKFUL	CSLEDWHEM3	LEDBOLLARD	SDCSLWHEM3
ALEM3BKGRI	DIMPAN	LEDFL1062	SIGNLEDEM3
ALEM3WHEYE	DIMPANUGR	LEDFL3062	SLIM1030G
ALEM3WHFUL	EBSLIMM	LEDMDDEM3	SLIM1062G
ALEM3WHGRI	EBPM3	LEDREM3	SLIM3062G
ALMF3BKEYE	ELEGAN5EM3	LEDTWNSPOT	SPIR1030G
ALMF3BKFUL	ELEGANCE5	LFR7COOLCR	SQOPALEM3
ALMF3BKGRI	EMLED3M	LFR7COOLSN	SQOPALMW
ALMF3WHEYE	EMLED3NM	LFR7COOLWH	SQOPALMW3
ALMF3WHFUL	EXIT3MLED	LFR7CR	SQOPALSTD
ALMF3WHGRI	FLOOD120	LFR7SN	SQPRISEM3
ALMFBKEYE	FLOOD50	LFR7WH	SQPRISMW
ALMFBKFUL	FLOOD80	LPIR1030G	SQPRISMW3
ALMFBKGRI	GPLDL15040	MSCSLCREM3	SQPRISSTD
ALMFWHEYE	GPLDL20040	MSCSLEDCR	WPACKLED
ALMFWHFUL	IFIRELCRCW	MSCSLEDWH	WPACKLEDPC
ALMFWHGRI	IFIRELCRWW	MSCSLWHEM3	WPLED51
ALSTDBKEYE	IFIRELEDCW	PAN600	WPLED52
ALSTDBKFUL	IFIRELEDWW	PANEL600	WPLED61
ALSTDBKGRI	IFIRELSNCW	PANELUGR19	WPLED62
ALSTDWHEYE	IFIRELSNWW	PERLED20	WPLEDEM351
ALSTDWHFUL	IFIRELWHCW	PLD1200DS	WPLEDEM352
ALSTDWHGRI	IFIRELHWW	PLD1200V	
BULKLED	LBAT5FTEM3	PLDIMDS	
BULKLEDMW	LBAT6FTEM3	PLDIMV	
BULKLEDPC	LBAT5HOEM3	PLED1200	
CIROPALM3	LBAT6HOEM3	PLED36	
CIROPALMW	LBAYLED120	PLED42	
CIROPALMW3	LBAYLED30	PLED45	
CIROPALSTD	LBAYLED50	PLED600	
CIRPRISEM3	LBAYLED80	PLED60L	
CIRPRISMW	LDLEM3	PLED651200	
CIRPRISMW3	LEDBAT4FT	RDL12	
CIRPRISSTD	LEDBAT5FT	RDL18	
CSLEDCR	LEDBAT6FT	SDCSLCREM3	