



i-Cage Product Range Life Time Guarantee

Ansell Lighting strives to provide the highest quality products and service levels in our industry.

In the unlikely event of an i-Cage product failure we would evaluate a claim based upon product inspection and information provided to us. Our aim is to process your guarantee as quickly as possible once your written claim has been received. If there are complex issues involved or we require further information, then additional time may be required to resolve the claim. The i-Cage Lifetime Guarantee does not affect your statutory consumer rights.

Conditions of the Guarantee

Installation

It is recommended that Ansell lighting products are installed by a qualified electrician in accordance with all current Electrical & Building Regulations. Ansell recommends the use of branded lamps with all i-Cage fittings. Lamps and their operation are not covered by this guarantee.

Normal Maintenance Considerations

All fittings require an annual inspection and preventative maintenance. This includes regular cleaning and replacement of failed lamps. This should be taken into consideration when planning the installation.

Guarantee – Lifetime

The guarantee is valid for all i-Cage products purchased and supplied on or after 1st May 2012. Registration of the product is not required; however, evidence of purchase or installation date will be necessary.

Lifetime is defined as the period of normal product use provided it has been installed and maintained correctly. The guarantee is invalid if the fitting has been changed or modified in any way.

The guarantee covers replacement of a failed fitting only.

For contact details please refer to our website: - www.anselluk.com

Replacement under Guarantee

The decision to replace any failed fitting shall be at the discretion of Ansell only.

A replacement fitting will only be provided after return to Ansell and subsequent inspection. If a returned product is found to be in perfect working order, or has been modified in any way, then Ansell reserve the right to charge for replacement fitting(s) supplied against the guarantee claim. Should a replacement be required, Ansell will either dispatch a replacement fitting directly to you, or make arrangements for your collection from an authorised distributor.

As i-Cage fittings form part of a protective fire barrier, Ansell does not accept responsibility if a fitting is removed from the installation without ensuring that the fire barrier is made good and intact prior to a replacement fitting being installed.

Additional Expenses

The guarantee does not imply or cover any other costs incurred.

Limit of Investigation

Investigations will be limited to analysis of our product only and (in certain circumstances) the inspection of the luminaire and contained components.

Ansell may request access to the installation should the failed product investigation prove inconclusive.



*Ansell Lighting reserve the right to amend this guarantee without prior notification