

What Makes a Good LED Luminaire Warranty?

It used to be so easy.... there was light, or there was no light. But the LED warranty scene is more complex than with legacy technologies.... and LED luminaire warranties are not all created equal, so what should LED luminaire buyers really look for?

WHAT IS A LED LUMINAIRE WARRANTY?

Although the general reliability of LED luminaires is hugely better than for legacy technologies, there can be warranty claim challenges for product that may not live up to supplier promises. Warranties are increasing in duration but conditions can be multifaceted, be sure to check that the coverage is right for your project.

A warranty is a type of insurance policy so don't look for cover you don't need. A realistic and fair warranty will contain specific features and be in accord with the life of the project, but the bottom line is that any warranty is only as good as the degree of support from the supplier company.

WHAT IS LED LUMINAIRE FAILURE?

Luminaire failure is no longer a case of product operating or not operating. Clear warranty definitions are of major importance to clarify the nature of product failure:

- Is partial failure of the LED module or array clearly defined?
- Is acceptable lumen depreciation over time identified?
- Is acceptable colour shift over time identified?

THE FINE PRINT

Absorbing the fine print is vital to assess the quality and suitability of a warranty.

Obscure technical or legal jargon can make a warranty effectively meaningless. Will it be straightforward to make a claim?... there can be fish-hooks. Contractor time is money, and a simple warranty implementation approach will be a godsend.

REPLACEMENT LABOUR COST

Most luminaire warranties do not include the cost of replacement labour. This is appropriate because any costs would be open-ended and it is impossible to know in advance the scale and terms of labour costs.

WHAT IS A BAD WARRANTY?

There are many examples worldwide of dysfunctional warranties. Some warranties could appear attractive on the surface but may have alarming or misleading conditions or exclusions. Be cautious of warranties that:

- Are from suppliers who may be unable to support warranty implementation
- Have coverage that is out of alignment with catalogue performance claims
- Have unreasonable or unclear definitions of product failure
- Have restrictions on operating hours per annum
- Have requirements for proof of hours of operation
- Only apply to the first buyer
- Exclude important components
- Are meaningless "lifetime" warranties

WHAT IS A GOOD WARRANTY?

Fair and effective warranties are readily available from a range of credible NZ LED luminaire suppliers.

A good warranty should:

- Be from a solid supplier who can give tangible product support
- Be in accord with catalogue performance claims
- Be straightforward to apply
- Extend rights automatically through to the end user
- Clearly identify performance fault conditions
- Not have requirements to register with the manufacturer
- Not have restrictions on operating hours

As always, the reliability and stability of the LED luminaire supplier company is paramount. Established and competent suppliers have a reputation to protect and should there be product performance problems, quick and fair warranty treatment will be their prime concern.

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