

# ROBUS<sup>®</sup>

## QUALITY & WARRANTY POLICY



2023

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**TRUST  
ROBUS**

**LED GROUP** EUROPE · UK · AUSTRALIA · NEW ZEALAND · ASIA · MIDDLE EAST · AFRICA

**LED GROUP AIMS TO HAVE A CLEAR AND FAIR QUALITY & WARRANTY POLICY TO ENSURE ISSUES ARE RESOLVED IN A TIMELY MANNER. THIS DOCUMENT WILL OUTLINE OUR RETURNS PROCEDURE AND GIVE DETAILED INSTRUCTIONS ON HOW TO PROGRESS A WARRANTY CLAIM, SUCH AS PROVIDING SPECIFIC DETAILS OF THE FAULT, RETURNING FAULTY PRODUCT FOR ANALYSIS, OR OTHERWISE.**

**END-USER WARRANTY CLAIMS MUST BE ACCOMPANIED BY PROOF OF PURCHASE FROM AN AUTHORISED STOCKIST OF LED GROUP AND CAN ONLY BE RAISED/ RETURNED THROUGH THAT STOCKIST. THE WARRANTY CLAIM PROCEDURE WILL START FROM THIS POINT.**

## CONTACTS:

Point of Purchase

Local Area Sales Manager (ASM)

Technical:

TECHNICAL@ROBUS.COM

Customised Conversions:

CONVERSIONSREQUESTS@ROBUS.COM

PH: 00353-1-7099 000

## GENERAL INFORMATION

This warranty document applies to all ROBUS products; however, the specific warranty period is dependent on the product in question and when the product was purchased. Refer to the product packaging and accompanying documentation to determine the appropriate warranty period. The conditions of the warranty are listed in this document. The customer's statutory rights are not affected by the warranty.

If a product is modified by the Customised Conversions Department, the ROBUS Product is covered by the original product warranty. Additional components added to complete a converted product are covered by the supplier's warranty. These warranties may differ from component to component.

Battery warranty periods are independent from the luminaire/ emergency product. Battery warranty periods are stated in the instruction leaflet and may differ from the luminaire/ emergency product.

Batteries supplied within products converted by the Customised Conversions Department have an independent warranty, and may differ from the luminaire warranty.

In the event of battery failure within the warranty period, a suitable battery will be made available. The complete luminaire will not be replaced, and a credit note will not be provided for the luminaire.

## INSTALLATION

Due to the wide nature of applications and environments in which products can be installed, this warranty is dependent on proper use within specifications and does not cover all uses or applications. Refer to the product instruction leaflet for more details on the correct operating conditions and applications.

If a product is designed to be used in conjunction with lighting controls (e.g., dimmers, timers, PIR, or photocell sensors), the product must be properly connected to appropriate switching control circuits by a professionally qualified electrician and configured according to the product instruction leaflet. Regarding dimmers, particular attention must be paid to the specific type and load, ensuring it is correct for the fitting. Please refer to the dimmer compatibility list located at downloads section of the product webpage on the ROBUS website.

LED fittings must not be connected or "hot-plugged" to an already live driver. The mains supply must be switched off, and the driver connected to the fitting before the mains can be switched on again. Failure to follow this procedure can lead to current surges and/or voltage spikes damaging the LED fitting. LEDs, like all semiconductor devices, are susceptible to ESD (Electro-Static Discharge). Anti-static protection should be worn when installing or maintaining an LED fitting. Care should be taken to avoid contact with sensitive areas such as LEDs and electronic components.

Products, particularly LED products, may be susceptible to damage from contaminants (e.g., sulphur, ammonia), and/ or aggressive cleaning agents. Care should be taken to avoid exposure to such compounds.



## PRODUCT & ONSITE WARRANTY

### 2 YEAR ON-SITE WARRANTY & EXTENDED WARRANTY

In the event that a product covered under the 2-year on-site warranty fails within 2 years of the purchase date, ROBUS will, where possible, authorize either the installer to replace the faulty products at a fair rate, or use a third party, if an agreement cannot be reached with the installer.

The 2 Year On-Site warranty is available to all ROBUS customers on all products. To claim the warranty, fill out a short Onsite warranty form through the MyROBUS app, which goes directly to the ROBUS Technical Department upon submission. To sign up, download the MyROBUS app and become a MyROBUS member, scan the QR code provided below.

Alternatively, you can contact ROBUS to initial claim in the following ways: through your local Area Sales Manager (ASM), or ROBUS Technical Department.

ROBUS offers extended product warranties, please refer to our latest catalogue for extended warranty products.



Scan QR to download  
the MyROBUS app





## 2 YEAR ON-SITE WARRANTY CLAIM PROCEDURE

- The contractor / wholesaler initiates claim using the MyROBUS app. Using the app, the Contractor / Wholesaler fills out the '2 Year On-site Warranty Form' and submits form with information of faults and images of product(s).

Alternatively, claims can be initiated through the ROBUS Area Sales Manager (ASM), or the ROBUS Technical Department.

- The ROBUS Technical Department and ASM will be notified of claims submission and if deemed necessary, arrange a site visit to inspect the products, and/or request for additional information to determine the viability of claim(s).
- If the claim request is valid, the ASM or a member of the ROBUS Technical Department will make arrangements with the contractor/wholesaler to have faulty products sent back to the ROBUS Head Office for testing. A detailed report after testing will be provided to the contractor/wholesaler on request.
- If a product is confirmed to be faulty, replacements are provided, and the ROBUS Technical Department negotiates any additional cost involved. ROBUS has a standard labour cost, if a pricing agreement is not reached, ROBUS reserves the right to seek quotes from a third-party installer. All associated costs must be assessed and agreed by the ROBUS Technical Department before commencement of any works, on a case-by-case basis.
- If the claim is invalid, the request will be rejected. A report will be made available detailing the reason(s) why it was rejected. On request the products will be returned at the customer's expense.

All warranty claims and associated costs are at the sole discretion of LED Group (ROBUS). Your statutory rights will not be affected.

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← Onsite Warranty

As a member of the ROBUS Community, you automatically qualify for a two year onsite warranty for any ROBUS products you purchase. If you need to make a claim please use the form below and we will contact you to process your claim.

First name\*

Last name\*

Email\*

Mobile phone number\*

Product Code/Range\*

Fault Details\*

Home Search Profile Favorites Shopping Cart (2)

The warranty claim shall be considered void under the following circumstances:

1. If the product is repaired or modified by the end user, installer, or anyone unauthorized to do so by ROBUS.
2. Non-compliance with the safety regulations, installation guidelines, and use beyond normal working conditions & hours as specified in the product installation manual.
3. If the product is damaged due to negligence or accident or used outside the specified conditions as stated in the instruction manual.
4. On-site warranty will be void if not processed through the MyROBUS app, ROBUS ASM or ROBUS Technical Department.



## EXTENDED WARRANTY CLAIM PROCEDURE

Extended warranty takes effect immediately after the standard warranty period of a product elapses.

- The wholesaler should inform the ROBUS ASM of the faulty goods.
- The ASM will inspect the products and send details/images to determine they meet ROBUS returns criteria. The wholesaler will then send a debit note to the ROBUS accounts department.
- The ROBUS ASM contacts ROBUS Technical Department to confirm if the products need to be returned to head office for testing.
- If testing is required, the faulty product is sent back to ROBUS Head Office. A member of the warehouse team will make contact and provide details of collection. On return the product(s) is tested, and a report completed. The report is made available, on request.
- Any goods deemed to be faulty will be credited by the accounts department and suitable replacement(s) provided.
- If the return is invalid, the claim will be rejected. A report will be made available detailing the reason(s) why it was rejected. On request the products will be returned at the customer's expense.

All warranty claims and associated costs are at the sole discretion of LED Group (ROBUS). Your statutory rights will not be affected.



## PRODUCT WARRANTY CLAIM PROCEDURE

Product warranty claims should be directly initiated at the vendor (point of purchase), who should subsequently make contact with the local Area Sales Manager (ASM) or local LED Group Office.

Warranty claims must be accompanied by proof of purchase from an authorised stockist of LED Group and can only be raised/returned through that stockist.

- The wholesaler should inform the Area Sales Manager (ASM) of the faulty goods.
- The ASM will inspect the product(s) and send details/images to determine it meets ROBUS returns criteria. The wholesaler will then send a debit note to the ROBUS accounts department.
- The ASM contacts ROBUS Technical Department to confirm if the products need to be returned to the head office for testing.
- If testing is required, the faulty product is sent back to ROBUS Head Office. A member of the warehouse team will make contact and provide details of collection. On return the product(s) is tested, and a report completed. The report is made available on request.
- Any goods deemed to be faulty will be credited by the accounts department or suitable replacement(s) provided.
- If the return is invalid, the claim will be rejected. A report will be made available detailing the reason(s) why it was rejected. On request the products will be returned at the customer's expense.

All warranty claims and associated costs are at the sole discretion of LED Group ROBUS. Your statutory rights will not be affected.



## WARRANTY CONDITIONS

The warranty offered by ROBUS is valid under the following conditions:

- All products must be installed by a qualified and competent electrician.
- LED Group, at its sole discretion, may decide to repair defective components or products, supply adequate products as replacement or reimburse products to original customers following a successful warranty claim.
- No liability of any nature shall be incurred or accepted by LED Group in respect of any representation made prior to purchase.
- LED Group reserves the right to change or withdraw products from its offering without notice. If the goods are no longer available or have been superseded by a newer model, the closest possible alternative will be supplied.
- ROBUS Products must be used in accordance with the relevant product and application specifications as stated in the instruction leaflet.  
  
Minimum and maximum values of temperatures and voltages must not be exceeded, and the product should not be exposed to any mechanical stresses.
- All installation details (environment, quantity, number failed, duration, Etc.) must be provided with the warranty claim. Failure to do so may affect your claim.
- The warranty covers solely product failures caused by material, design or production faults.
- The applicable warranty period for a product is indicated on the product's packaging and/or instruction leaflet. Products modified by Customised Conversions Department are dealt with in a separate section below.
- Battery warranty periods are independent from the luminaire/ emergency product. Battery warranty periods are stated in the instruction leaflet and may differ from the luminaire/ emergency product. Products modified by customised conversions are dealt with in a separate section below.



## CUSTOMISED CONVERSIONS COMPONENT WARRANTY CHART

| Component | AD      | DD      | SWD     | MD      | SEN     | RDH     | 3SD     | PCELL   |
|-----------|---------|---------|---------|---------|---------|---------|---------|---------|
| Warranty  | 5 YEARS | 5 YEARS | 5 YEARS | 3 YEARS | 5 YEARS | 5 YEARS | 5 YEARS | 2 YEARS |

| Component                     | Warranty | Emergency Type |
|-------------------------------|----------|----------------|
| Integral Emergency Conversion | 3 YEARS  | E              |
| Remote Emergency Conversion   | 4 YEARS  | STE            |
|                               |          | DAE            |

| Additional Conversions Code | Description                | Warranty                          |
|-----------------------------|----------------------------|-----------------------------------|
| AD                          | Analogue Dimming           | 5 Years                           |
| DD                          | DALI Dimming               | 5 Years                           |
| SWD                         | Switch Dimming             | 5 Years                           |
| MD                          | Mains Dimming              | 3 Years                           |
| SEN                         | Microwave Sensor           | 5 Years                           |
| RDH                         | PIR / MICROWAVE Sensor     | 5 Years                           |
| 3SD                         | 3 Step Dimming             | 5 Years                           |
| PCELL                       | Photocell                  | 2 Years                           |
| E                           | Emergency                  | Integral 3 Years / Remote 4 years |
| STE                         | Self-Test Emergency        | Integral 3 Years / Remote 4 years |
| DAE                         | DALI Addressable Emergency | Integral 3 Years / Remote 4 years |

Certain codes above can be combined to create more specialised products.

| Examples:  |
|--|
| ADE = Analogue Dimming + Emergency,              |
| DDAE = DALI Dimming + DALI Addressable Emergency |
| 3SDSTE = 3 Step Dimming + Self-Test Emergency    |

## **LED GROUP**

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