

Quintessence lighting controllers carry a 1 year RTB warranty as standard.

The warranty terms commence on date of purchase.

Support & maintenance packages available at an additional cost, please call for pricing (+44 (0)208 686 6251).

General Terms & Conditions

1. The warranty is valid only when the warranty form on the QUINTESSENCE website is properly completed (www.quintessenceltd.co.uk/support/warranty), and upon presentation of the proof of purchase consisting of original invoice or sales slip indicating the date of purchase, dealer's name, model and serial no. of the product.

QUINTESSENCE reserves the right to refuse warranty if this information has been removed or changed after the original purchase of the product from the dealer.

2. QUINTESSENCE's obligations are limited to repair of the defect or replacement the defective part or at its discretion replacement of the product itself.

3. Warranty repairs must be carried out by a QUINTESSENCE Engineer. Warranty cover will be void, even if a repair has been attempted by any unauthorized service centre. QUINTESSENCE shall not be liable for reimbursements, claims and damages that may result from the unauthorised repair of the lighting controller.

4. Repair or replacement under the terms of this warranty does not provide right to extension or renewal of the warranty period. Repair or direct replacement of the lighting controller under the terms of this warranty may be full filled with functionally equivalent service exchange units.

5. The warranty is not applicable to cases other than defects in material, design and workmanship. The warranty does not cover the following:

- Periodic checks, maintenance, repair and replacement of parts due to normal wear and tear.
- Abuse or misuse, including but not solely limited to the failure to use this lighting controller for its normal purposes or in accordance with QUINTESSENCE's instructions on usage and maintenance. Defects resulting from usage of the product in conjunction with accessories that are not approved by QUINTESSENCE for use with this lighting controller.
- Failure of the lighting controller arising from incorrect installation or use not consistent with the instructions and technical or safety standards prescribed in the product user manual.
- Accidents, Acts of God, lightning, water, fire, public disturbances, improper ventilation, voltage fluctuations or any cause beyond the control of QUINTESSENCE.
- Unauthorised modifications carried out to the lighting controller in order to comply with local or international technical standards in countries for which this QUINTESSENCE lighting controller was not originally designed.

6. This warranty does not affect the consumers' statutory rights nor the consumers' rights against the dealer related to their purchase/sales agreement.

7. This warranty is not transferable. This warranty will be the purchasers' sole and exclusive remedy and neither QUINTESSENCE nor its service centres listed in this warranty document shall be liable for any incidental or consequential damages or breach of any express or implied warranty of this product.

DISCLAIMER:

QUINTESSENCE reserves the right to make final decisions regarding problem determination and the appropriate service option. Exchange units assume the remaining warranty of the original product.

Some limitations and restrictions apply and these programmes are subject to change without prior notice.

1. This warranty is confined to the first purchaser of the product only.
2. Repair or replacement will be carried out through the Company's Service Centre.
3. In the event of repairs/replacement of any part/s of the unit, this warranty will thereafter continue and remain in force for the unexpired period of the warranty. Moreover, the time taken for repair/replacement and in transit whether under the warranty or otherwise shall not be excluded from the warranty period.
4. The company or its authorised service centre, reserves the right to retain any part/s or component/s replaced at its discretion in the event of a defect noticed in the equipment during the warranty period.
5. Any change of address shall be intimated to concerned service centre for continuation of warranty.
6. Warranty for the unexpired period shall continue after the lighting controller is inspected by the concerned service centre and the product is found free from transit damage.
7. The customer shall have to pay a visiting charge towards inspection, as applicable.

8. In case of any transit damage, the lighting controller shall be repaired by the concerned service centre on charges and warranty for unexpired period to continue.

9. The warranty does not cover demonstration/ installation of the lighting controller purchased.

10. The warranty does not cover accessories external to the system.

11. The company's obligation under this warranty shall be limited to repairing or providing replacement of part/s, which are found to be defective.

12. Repairs during warranty period shall be carried on "Carry In" basis. Wherein for service the purchaser shall bring the lighting controller to the Service Centre with whom the set is registered for warranty service. The warranty does not cover cost of transportation of system from place of installation to the Service Centre.

13. The concerned Service Centre will advise the customer whether to effect the repair at site or its Service Centre.

14. Any part/s of the system replaced by the company at its discretion shall be with a functionally operative part.

THIS WARRANTY IS NOT APPLICABLE IN ANY OF THE FOLLOWING CASES:

1. The warranty form on the QUINTESSENCE website is NOT properly completed (www.QUINTESSENCE.info/support/warranty) for registration by the purchaser.
2. The lighting controller is transited outside of the United Kingdom.
3. The lighting controller is not used according to instructions given in the instruction manual.
4. Defects caused by improper use as determined by the company personnel.
5. Modification or alteration of any nature is made in the electrical circuitry/ or physical construction of the set.
6. Installation/ repair work is carried out by persons/ agency other than authorised by the company.
7. Site (premises where the lighting controller is kept) conditions that do not confirm to the recommended operating conditions of the machine.
8. The original serial number is removed, obliterated or altered from the lighting controller.
9. Defects due to cause beyond control like lightning, abnormal voltage, acts of God or while in transit.