



# WARRANTY

User Guide



# Warranty User Guide

## Warranty Process 1-2-3

### Step 1

Complete your online request at [haneco.com.au/support/warranty-information](https://haneco.com.au/support/warranty-information) (also available on mobile devices) or send us an email to [warranty@haneco.com.au](mailto:warranty@haneco.com.au)

### Step 2

Ensure you provide the below documentation:

- RFC document with reason for request
- Photo(s) of the products including the batch number
- Make sure you send the purchase order for replacement products via EDI or orders [@haneco.com.au](mailto:@haneco.com.au) if required.

### Step 3

Upon submitting your warranty claim, you'll receive a confirmation email from Haneco containing a unique case number. To expedite the resolution process, please refer to this case number in all future communications. Providing complete documentation ensures a swift response, which may include a credit note or further instructions.



# Haneco Product Warranty Amendment



**Haneco Lighting Australia warrants its products to be free from manufacturing defects for a period of 3 years, unless otherwise stated. In the event of a product failure within the warranty period due to a manufacturing defect, Haneco will provide a replacement product.**

In addition to the replacement product, as of 1 July 2020, Haneco Lighting may provide a provision of labour compensation to the installing contractor based on the following:

The provision of labour is only applicable where the reported failure is within the first 12 months from purchase.

A request for labour must be placed with the initial Warranty Claim and based on the published schedule of rates.

- Haneco may at its discretion pay costs associated with the hire of equipment required to complete the replacement. Associated equipment hire is based on an established schedule of rates.
- Haneco prioritises warranty work with the original installing electrical contractor. They'll have the first opportunity to complete the repairs. However, if the original contractor declines (right of refusal), Haneco will arrange for another qualified and licensed electrical contractor to complete the warranty work.
- Labour payments will be issued after the later of:
  - o 14 days from the invoice date,
  - o Receipt of returned faulty fittings, or photos, or
  - o Provision of a case number on the invoice.
- No further compensation will be made for difficult or after-hour installations

