



OMNI RECALL INSURANCE & WARRANTY AGAINST DEFECTS

1. Warranty Statement

Subject to the terms and conditions set out in this document, Omni Electrical and Lighting Australia Pty Ltd ("Omni") warrants that its lighting products ("Products") will be free from defects in materials and workmanship during the applicable warranty period from the date of original installation.

Where a Product is determined by Omni to be defective due to a manufacturing fault within the applicable warranty period, Omni will, at its sole discretion:

- Repair the defective Product;
- Replace the defective Product with an equivalent or superior Product; or
- Provide an appropriate credit or refund in accordance with the Australian Consumer Law.

For Products covered under Omni's **Recall Insurance** program, and where prior written approval has been obtained, Omni will reimburse approved reasonable labour and equipment hire costs associated with the authorised replacement of the defective Product.

2. Recall Insurance Conditions

Recall Insurance provides additional protection beyond the standard product warranty and is subject to the following conditions:

- No removal, replacement or repair work is to commence without prior written authorisation from Omni.
- A valid Omni Warranty Job Number must be issued before any works commence.
- Any work undertaken without written approval will not qualify for reimbursement under the Recall Insurance program.
- Labour rates and equipment hire charges must be approved by Omni prior to commencement.
- Equipment hire invoices must be submitted for approval before reimbursement.
- Labour invoices must be supported by a valid tax invoice and reference the authorised Warranty Job Number.
- Omni reserves the right to inspect the installation or request the return of defective Products before approving any claim.



3. Definitions

For the purposes of this Warranty:

Australian Consumer Law (ACL) means Schedule 2 of the Competition and Consumer Act 2010 (Cth).

Goods means the Omni products purchased in Australia and covered by this Warranty.

Manufacturer / Omni / We / Us means Omni Electrical and Lighting Australia Pty Ltd (ABN 85 164 790 667).

Supplier means the authorised Omni distributor that supplied the Goods.

You / Customer means the original end-user purchaser of the Goods.

4. Applicable Product Warranty Periods

Five (5) Year Warranty

- Downlights: LSDD, LSDDT, LVDD, LVPS, LVPN, LVPU, LVPC, LYDT
- High Bays: LSPD, LSKD, LSTD
- LED Panels: LP, LBP (excluding 24/7 constant operation)
- Flood Lights: MARS Range, LTL-150W, LMFL-300W

Three (3) Year Warranty

- All LED Bulbs
- Flood Lights: LLFL, LFLD
- Downlights: LLRC
- LED Tubes
- LED Bunker Lights
- All Omni Electrical Products unless otherwise specified



5. Warranty Conditions

This Warranty applies only where:

- Products have been correctly installed by suitably qualified and licensed personnel.
- Installation complies with Omni installation instructions and all applicable Australian Standards.
- Products have not been modified, altered or repaired without written approval from Omni.
- Products have been used only for their intended purpose.
- Products have operated within their specified environmental and operating conditions.
- Products have not exceeded their rated operating hours.
- Routine maintenance has been carried out where required.

The Warranty does not apply where failure results from misuse, abuse, neglect, accidental damage or failure to follow installation or operating instructions.

6. Exclusions

This Warranty and Recall Insurance do not cover:

- Acts of God, natural disasters or events beyond Omni's reasonable control.
- Fire, theft, storm, flood or lightning damage.
- Water ingress or moisture damage beyond the Product's IP rating.
- Chemical exposure, corrosion or environmental contamination.
- Damage caused by bleach or inappropriate cleaning chemicals.
- Mechanical abuse or impact damage.
- Damage caused by power surges, voltage fluctuations or electrical supply irregularities.
- Damage arising from incorrect installation.
- Damage caused by accessories or components not supplied or approved by Omni.
- Normal cosmetic wear and tear.
- Consequential losses unless required under Australian Consumer Law.

7. Warranty Commencement

Unless otherwise agreed in writing, the Warranty period commences from the original date of purchase from the authorised Supplier.

Where satisfactory evidence of purchase cannot be provided, Omni reserves the right to determine the commencement date from manufacturing records.

Omni Electrical and Lighting Australia Pty Ltd.
Sydney Office & Showroom. W8, Rear Access of 38 Cawarra Road, Caringbah.
Head office: 10B Kelly Ct, Springvale VIC 3171
M: 0415 591 059 | P: 1300 333 001 | F: 1300 333 002



8. Warranty Claim Procedure

To ensure a prompt assessment and efficient processing of any warranty claim, **no work is to commence, and no Products are to be removed, replaced, repaired or otherwise altered until written authorisation and an official Omni Warranty Job Number have been issued.**

Any labour, access equipment, product replacement, travel, accommodation, or other costs incurred prior to receiving written approval from Omni are undertaken entirely at the contractor's or claimant's own risk and **will not be accepted or reimbursed** under the Warranty or Recall Insurance process.

Unauthorised removal, replacement or disposal of Products before assessment may compromise Omni's ability to determine the cause of failure and may result in the warranty claim being declined.

Omni reserves the right to inspect the installation, request photographs, conduct further technical investigations, or require the return of the Product before determining warranty eligibility.

Once all required information has been received and reviewed, Omni will assess the claim and, where approved, issue an official Warranty Job Number together with written instructions outlining the next steps.

Information Required to Lodge a Warranty Claim

To enable a prompt assessment, please provide the following information:

- Date of installation.
- Site name and full installation address.
- Product description and quantity affected.
- Model number and serial number (where applicable).
- A detailed description of the fault or failure.
- Clear photographs of the faulty Product and the installation (where possible).
- Mounting height (distance in centimetres from the ceiling to the High Bay fitting, where applicable).
- Total number of Omni fittings installed at the site.
- Details of any safety concerns or urgent operational requirements.
- Name and contact details of the installing electrician or contractor.
- Original purchase order number and/or tax invoice (where available).
- Name of the supplying distributor or wholesaler.
- Details of any equipment required to safely access the Product (e.g. EWP, scissor lift or boom lift).

Omni Electrical and Lighting Australia Pty Ltd.
Sydney Office & Showroom. W8, Rear Access of 38 Cawarra Road, Caringbah.
Head office: 10B Kelly Ct, Springvale VIC 3171
M: 0415 591 059 | P: 1300 333 001 | F: 1300 333 002

Following assessment, Omni may, at its sole discretion:

- Request the return of the Product for testing and evaluation;
- Arrange an on-site inspection;
- Authorise repair or replacement of the Product;
- Issue technical instructions or alternative remedial actions; or
- Approve reimbursement under the Recall Insurance program where applicable and where prior written authorisation has been granted.

9. Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law.

You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage.

You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.