WARRANTY FOR SBL2 SOLAR LIGHT BOLLARDS

This Back to Base Warranty applies to all our SBL2 Model Ranges. Warranty Terms and Conditions are subject to change without notice.

Solar Bollard Lighting (herein "SBL Australia") warrants excluding *Noted Exceptions its SBL2 products for:

- 7-year limited warranty under normal use and service will be free from physical defects in material and workmanship during the warranty period
- 7-year limited warranty on Batteries under normal use and service.

At "SBL Australia's" discretion the product will be repaired, replaced with a similar unit or spare parts provided to contractors. "SBL Australia" provides a limited warranty for its products only to the person or entity that originally purchased the product from "SBL Australia" or its authorized distributor, wholesaler, reseller or retailer.

***Noted exceptions where No Warranty will be applicable:**

- If an incorrect power model is installed at a location where it could not operate effectively within our power model operational design specifications as described in our product and installation documentation. This includes not making allowances prior to initial model ordering and installation for shading from trees, buildings or landscapes that are current or that have occurred after the date of installation.
- The Solar Light Bollard has not been installed within 6 months of receiving the goods
- The Solar Light Bollard has not been installed using components/parts supplied by "SBL Australia" that make up a complete Solar Light Bollard as dispatched from our factory, unless agreed to in writing by "SBL Australia" prior to installation, which will then be covered by the supplying party of those external non "SBL Australia" components/parts and not by "SBL Australia".
- Damage occurring in shipping (claims must be presented to carrier).

Making A Warranty Claim

When a warranty claim is being made:

1. A Return Authorisation Request must be completed and sent to us first prior to removing the light head from the mounting fixture. SBL Australia or its authorized distributor, wholesaler, reseller or retailer who has supplied the product will contact you to discuss all possible external factors that may cause the product to fail first.
2. If all external factors have been eliminated as the issue you must then pack the product/s safe and secure to ensure no further damage in transit can occur returned the product/s at your cost to Solar Bollard Lighting (if in Australia) or the sales agent, distributor, importer who has supplied the goods if outside of Australia for inspection.

Please Note: condensation is not warrantable, will dry out in most cases and will not affect the operation of the product.

For warranty claims to be honoured, the End User shall be responsible for the following:

- Ensuring the Solar Light Bollards installed conform to the operating parameters of the specific power model ordered for daily runtime vs. available Peak Sunlight for recharging daily.
    - this based on the install locations lowest available Solar Irradiation Month as described in our product and installation documentation.
- Provide records to establish identification of products in this claim including place of purchase date of purchase and date of installation.
- Allow "SBL Australia" or its representative access to place/location where product in question is installed for purpose of examining product and installation location, and/or supply photographs of the installation site as requested.
- Answer any questions regarding the Solar Light Bollards actual installation location including detailed shading condition report which will be required to be checked at 9am, 12pm and 3pm.

Warranty excludes damage due to the following:

- Failure to observe "SBL Australia's" instructions regarding shipping, storage, handling, assembly, installation and/or annual maintenance.
- Exposure to chemical fumes, acid rain, or other corrosive conditions.
- Scratching, abrading, misuse, abuse, notched impact, natural disasters, explosions, fire, traffic accidents, or any other cause beyond "SBL Australia's" control including Act of God and Force Majeure.
- Tampering, or attempted repair by non-authorised person/s.

"SBL Australia" is not responsible for incidental or consequential damages.

Unless given written consent prior to, "SBL AUSTRALIA" is not responsible for the condition or functionality of any product that has been modified, altered or installed in a location not suitable for the operating parameters of the specific model ordered.

"SBL Australia" is not bound by verbal, implied, or inferred warranties unless agreed to in writing by "SBL Australia" and not in place of such rights you may have by law.

"SBL Australia" provides instructions, specifications and resources that outline the proper care and maintenance and normal use and service of its products.

The End User is responsible for adhering to the instructions and specifications for storage, installation, installation location, required maintenance and use of "SBL Australia's products. Product documentation can be obtained from "SBL Australia", authorized distributor, wholesaler, reseller or retailer during regular business hours.

SOLAR LIGHT BOLLARD ANNUAL MAINTENANCE INSTRUCTIONS

12 Monthly / Annual Maintenance Process



1. Use plenty of clean water to wash/rinse off any dust and grit.
2. Use only a soft very wet non-textured cloth and **"do not"** use a circular motion – only side-to-side or up-and-down motions. Try to do the same direction every wash.
3. Wipe dry with a soft non-textured cloth lightly.
4. Allow the surface to dry before polishing.
5. Apply a small amount (*thumbnail size)* of Meguiar's PLASTX (*available at most automotive stores)* or similar polycarbonate polish to the dome top.
6. Polish with a very soft non-textured clean cloth (*or powered polisher/buff with soft material or foam pad)* the top dome surface.
7. Again, use side-to-side or up-and-down motions. Try to do the same direction every polish.
8. Wipe clean with a soft non-textured cloth after polishing
9. Then spray with VuPlex or Plexus *(shake can well before use)* a light mist covering all clear polycarbonate surfaces after polishing to create an anti-static non-stick finish and protective layer and polish dry with a soft non-textured cloth.



ADVANCED CLEANING PROCESS

Cleaning of: **Spray Paint, Markers and all other acidic ink and adhesive contaminants.**

1. Apply **Ethanol** (Industrial pure Alcohol) onto fine-textured soft fabric cloth and scrub off stains with pressure **"DO NOT"** use a circular motion – only side-to-side or up-and-down motions until all acidic or adhesive contaminants are removed.
2. Wash with a tiny amount of soft-soap or even dishwasher liquid but limit it to a couple of drops in a full bucket.
3. Rinse with clean water and dry with non-textured soft fabric cloth.
4. Then follow above steps 3 to 9 under Annual Maintenance Process preferably using a powered polisher/buff to get a cleaner clear finish.



Please Note:

- Spray paint and other acidic liquids will slowly oxidise and weaken PC surfaces.
- The advanced cleaning process must be done immediately when this occurrence has been discovered.
- The advanced cleaning process may not restore 100% due to the PC surface having already been damaged by acidic materials.

SBL Australia SBL2 Series Warranty Card

Please fill out the information below and send a copy to Solar Bollard Lighting:

Company / Business Name: ……

Date of Delivery: ……/……./……..... (Please note: installation date must be within 3 months of delivery)

Phone: ……

Address: ……

P/Code: ……

Model Type: …… Quantity: ……

Pole Type/Model: …… Serial No. ……

Installed location (If not as above): ……

Commissioning Details (Note: must be provided to validate warranty)

I agree as the installer that I certify all installation procedures have been followed as per the installation instructions supplied and my acceptance by signing of this document is acknowledgment of this.

I the undersigned accept all liability and costs associated for repair/replacement/re-installation or alteration if the installation is proven to have been carried out in a manner other than as listed in the Installation Instructions as supplied by Solar Bollard Lighting.

Commissioning Date: ……/……./……..... License No.....

Company Name: ……

Commissioning Person: ……

Signature: ……

Email Warranty Card to: Solar Bollard Lighting **Email:** sales@solarbollardlighting.com