

AYRTON WARRANTY/ SERVICE PROCEDURE

FIXTURES & PARTS

2 years warranty

Warranty starts from date of invoice.
The below document outlines Ayrton's warranty and service repair procedure.

ALL USED AND EX DEMO PRODUCT

90 day warranty

WARRANTY FOR STOCK

All product bought for the purposes of holding stock will automatically benefit from 30 months of warranty instead of the usual 24 months warranty. This new extension will better ensure that our customers are able to benefit from the full 24 months warranty while not disadvantaging our distribution partners performing a vital part of our strategy.

In order to avail yourself of this additional 6 months warranty, when requesting a warranty repair for a fixture falling under this category, provide Ayrton Service with the delivery note or invoice from Distributor to End Customer showing the date of sale.

1. Warranty

a. Product which is under warranty and is faulty out of the box or within 100 hours of use (as defined on the fixture's Total Life Hours counter) can be advanced replaced for a new fixture or spare parts can be sent out, depending on the customer's preference.

i. The customer should call or email Ayrton with the following information

1. Contact name and details
2. Product serial number
3. Date of purchase
4. Vendor name
5. Description of fault
6. Shipping address
7. Preference for replacement or repair

ii. Ayrton will provide the customer with a Return Material Authorisation number which should be placed clearly on the package which is returned.

b. Product which is under warranty and is faulty after 100 hours of use (as defined on the fixture's Total Life Hours counter) will have advanced replacement spare parts sent out.

i. The customer should call or email Ayrton with the following information

1. Contact name and details
2. Product serial number
3. Date of purchase
4. Vendor name
5. Description of fault
6. Shipping address

ii. Ayrton will provide the customer with a Return Material Authorisation number which should be placed clearly on the package which is returned.

c. Ayrton will provide economy shipping, one way, for all warranty related items

d. Although all warranty parts are free of charge, Ayrton will issue an invoice for advanced replacement fixtures or parts and a credit will be applied to the account when the faulty unit (fixture or part) is received back at Ayrton. Occasionally and at Ayrton's sole discretion, Ayrton may waive the requirement to return the faulty part or fixture.

e. At any time, the customer is able to return a fixture, under warranty, to Ayrton, for repair. This repair will be carried out free of charge and Ayrton will pay economy shipping one way. All additional charges, such as import duties, should they be payable, will be the customer's responsibility.

i. The customer should call or email Ayrton with the following information

1. Contact name and details
2. Product serial number
3. Date of purchase
4. Vendor name
5. Description of fault

ii. Ayrton will then provide the customer with a Return Material Authorisation number which should be placed clearly on the package which is returned. This will allow us to track the incoming repair and deal with it appropriately.

f. Warranty Period for repair of fixtures under warranty

i. All repairs made to fixtures under warranty will fall under the fixture's original warranty period or benefit from a 90 day warranty period, whichever is more beneficial to the customer.

ii. An exception to this rule is for White Light Engines which will benefit from a 2 year warranty period, starting from date of repair.

2. Service

a. Product which is no longer under warranty can have spare parts purchased from Ayrton or your Distributor.

b. Customers are also able to send product in to Ayrton for repair.

i. The customer should call or email Ayrton with the following information

1. Contact name and details
2. Product serial number
3. Date of purchase
4. Vendor name
5. Description of fault
6. Instruction on whether or not the customer would like a repair estimate (25 Euros exc. VAT) prior to the start of the repair.

ii. Ayrton will then provide the customer with a Return Material Authorisation number which should be placed clearly on the package which is returned. This will allow us to track the incoming repair and deal with it appropriately.

iii. Ayrton charges 70 Euros an hour (exc. VAT) for repair work excluding parts.

c. Ayrton does not cover freight costs for non-warranty repairs or parts shipments. These are solely the responsibility of the customer.

d. Warranty Period for repair of fixtures not under warranty

i. All repairs made to fixtures not under warranty will benefit from a 90 day warranty period, from date of repair.

ii. An exception to this rule is for White Light Engines which will benefit from a 2 year warranty period, starting from date of repair.

For further information please contact the customer service team at technic@ayrton.eu