

TERMS OF GUARANTEE FOR NORLYS PRODUCTS (2024)

1. The guarantee covers all light fixtures manufactured by Norlys.
2. Guarantee claims are to be filed to the manufacturer at b2b@norlys.com
3. The Producer does not bear any further liability and is not responsible for consequential loss, additional costs as a result of damages, additional costs for any mounting and dismounting of the lighting, delivery of the lighting to the Producer, sending back product not qualified to be covered by warranty, and responsibility of damages caused by unprofessional installation of the outdoor lighting.
4. Liability of the Producer is limited to the value of the product.
5. The guarantee covers the following:
 - **anti-corrosion protection of light fixture elements** – the guarantee periods, which are determined by design version, are listed in the table below:

Product types:	Guarantee period*
Rena, Lofoten, Rimini, Milano	3 years
Painted aluminium and steel	5 years
Galvanized steel	8 years

* There is a possibility of prolonging guarantee period which depends on a model and location.
For details please contact the Producer.

- **electrical components** - 5 years guarantee,
- **wood elements ('Scandinavian Wood' line)** - 24 months guarantee.

6. GUARANTEE DISCLAIMERS:

The guarantee does not cover the following products:

- Damaged in transport.
- Improperly used.
- Installed inconsistently with the attached instruction manual.
- Powered by electrical voltage different from that specified in the instruction manual.
- Used with light bulbs with power exceeding that specified in the instruction manual.
- Damaged due to power surges or discharges in the electrical network.
- Damaged by forces of nature and natural disasters.
- Installed in floodlands.
- Used without protection from faeces of household animals (cats, dogs, etc.).
- Mechanically damaged by the user when the integrity of the protective layer is broken (scratches, bends, dents, cracks, etc.).
- Damaged by aggressive chemical agents.
- With cracks, local stains, resin leaks, or reduced UV resistance of polycarbonate lamp shades resulting from natural aging of the materials used in production (Scandinavian wood, PC lampshades).

7. GENERAL TERMS OF USE:

- We strongly recommend that the products are installed by a qualified electrician.
- Freestanding light fixtures should be installed to the ground with appropriate NORLYS anchors.
- Do not wash the fixtures with strong (abrasive) cleaning agents or chemically aggressive liquids (specifically solvents).
- Do not clean with a pressure washer or high powered washer jet.
- **Condensation is a natural phenomenon** that occurs in certain atmospheric conditions. Moist warm air and cold meet and cause condensation of water inside the lamp/glass.
- All products are manufactured by Norlys using high quality materials and designed for many years of service, providing the unit is cared for regularly as defined below under "Care Instruction".

8. CARE INSTRUCTION:

SAFETY – Ensure the unit is electrically isolated before cleaning. SWITCH OFF THE POWER SUPPLY.

Steel – powder coating	Steel – hot-dip galvanization	Aluminium – powder coating	Copper and wood elements	Stainless steel - INOX
Clean the product with a soft cloth dampened with warm soapy water removing any surface deposits and wipe dry. It is recommended that the unit is cleaned immediately after installation and regularly thereafter. Repeat the cleaning/maintenance process at least every 3 months or more frequently if possible. Marine locations and areas with high levels of industrial pollution – these locations are considered EXTREME ENVIRONMENTAL CONDITIONS, therefore cleaning/maintenance must be conducted, at a minimum, of at least once a month. Lubricate screws with grease before assembly. Repeat annually.			Please be aware that some finishes will mature and age over time once exposed to the sun and the weather elements. Copper may acquire a natural patina and timber will weather and mature, this is expected, and part of the character and appeal of a Norlys product. Apply a thin coat of contact cleaner/protector/light oil with a soft cloth ensuring full coverage. Use a proprietary** wood oil to protect timber components.	Stainless Steel, whilst very resistant to corrosion, require regular maintenance and cleaning to preserve the high quality appearance. The steel surfaces should be cleaned with mineral oil and wiped dry.

** For wood preservation we recommend wood oil:
- No 50000300 - Remmers HK-Lasur 750ml – for painted timber
- No 50000301 - Remmers HK-Lasur 750ml – for impregnated timber