

COMING
SOON

PRODUCT SPECIFICATION

IGROX

WARRANTY

At Dextra our commitment to service has been at the forefront throughout our history spanning more than forty years in the UK lighting market. Our service ethos extends beyond design and delivery, we believe supporting your installation throughout the warranty period is equally crucial, whilst the strength and longevity of Dextra Group provides peace of mind that our warranty will be supported throughout.

The Dextra range is supplied with a five year warranty commencing from the date of delivery. During the first three years defects will be repaired on site and the warranty will include both parts and labour. For the final two years drivers, emergency modules, wireless modules, sensors and LED circuits will be supplied free of charge to replace defective components, labour and other associated costs are not included.

Certain ranges and components are subject to exemptions:

- Lithium batteries are provided with a five year warranty. During the first three years defects will be repaired on site and the warranty will include both parts and labour. For the final two years replacement batteries will be supplied free of charge to replace defective components. Five year warranty became effective as of 03/02/25, Lithium emergency luminaires supplied prior to this date are supported with a three year on site warranty only. Labour and other associated costs are not included. Nickel Metal Hydride and Nickel Cadmium batteries are provided with a one year warranty for parts and labour.
- Emergency luminaires including AME LED, EXI LED, EXI3, EXI Track, HBE LED, HBE3, OAT2 LED, OEZ2 and Twinspot are supplied with a one year warranty for parts and labour. Lithium variants suffixed with the 5YR part code, the Autotest emergency with the LA3 part code and wireless variants with LA3RC or LSTR part codes are supplied with a five year warranty. For these extended warranty variants for the first three years defects will be repaired on site and the warranty will include both parts and labour. For the final two years replacement batteries will be supplied free of charge to replace defective components.
- Protec Micro, PTECF7 Fire Rated Downlights, Serenus and the Opus Sconce are provided with a five year replacement luminaire only warranty. Protec FR Fire Rated Downlights are provided with a 2 year replacement luminaire only warranty.
- Controls systems such as standalone sensors, switches, marshalling boxes and cabling are provided with a one year warranty for both parts and labour. DALI control systems are provided with a two year warranty for both parts and labour.
- LEDextra ranges are supplied with a three year parts or replacement luminaire only warranty with the exception of the IMPR RGBW, the Runway RGBW, the MOD RGBW, Tanek RGBW and the DexRing. These five ranges are supplied with our standard five year warranty during which defects within the first three years will be repaired on site and the warranty includes both parts and labour. For the final two years free of charge replacement components only will be supplied to rectify any failures but labour and other associated costs are not included.
- LEDEX ranges are supplied with a three year replacement luminaire only warranty.
- The Decorative Pendant ranges, Bebo, Dene, Nova, Fino and Stix are supplied with a 3 year replacement luminaire only warranty.

All warranties are subject to correct use of the product and will be invalidated by misuse, for example incorrect

installation, unsuitable environmental conditions or incorrect maintenance. It is the duty of the customer to ensure that all the fault lies with the luminaire prior to requesting replacement parts or site repairs. In the event that no defect is found with the product our costs for attending site will be recharged to the customer and credit will not be issued against returned products. No consequential losses incurred resulting from any defect with our product will be reimbursed.

Given the nature of LED technology a small percentage of LEDs may fail during the lifetime of a luminaire, this does not cause a reduction in lumen output. As such LED luminaires are only deemed to be faulty for warranty purposes when in excess of ten percent of LEDs have failed in a single luminaire.

On site repair of products under warranty will be undertaken during normal working hours, 9am to 5pm Monday to Friday, and will require unrestricted access to luminaires. Where required Dextra will provide access equipment to carry out repairs at height, should luminaires have been installed in locations where reasonable provision for maintenance access has not been made we reserve the right to supply replacement product only. On site warranty repairs will only be undertaken on the mainland of the UK and Ireland, in all other locations replacement product only will be provided.

If you require any assistance with regards to our products please contact our Customer Services department on 01747 858100.