

Prisma Light



UP TO 15 YEARS OF WARRANTY

Think differently

Even when it comes to warranty we follow our goal: THINK DIFFERENTLY.

The purpose of thinking differently is to make life easier and safer for as many people as possible.

Our warranty and Prisma Light can be summed up in the following points:

- **We believe in letting the customer buy and trust in a finished product.**
 - not delivering a kit of modules.
- **If a Prisma Light were to stop working, it should be replaced with a new functioning Prisma Light.**
 - Not cause unnecessary, costly balancing acts several meters above the ground.
- **If something with the luminaires functions needs to be controlled and tested it should be done indoors, at our factory.**
 - Not outside 8 meters up in the air in all types of weather.

PrismaTibro ensures its product liability by having easy routines and safe and secure controls at the factory.

5 years

Always at least 5 years product warranty:

Prisma Light Elliott

Prisma Light Ellie

Prisma Light Ella

Prisma Light Elton

Extended product warranty up to a total of 15 years is available.

The warranty applies when errors are found on components that the luminaire is built of. Errors due to thunder and lightning, handling errors or external influence is not included in the warranty. The warranty also doesn't cover damages due to a badly connected neutral connection that creates uncontrolled voltages in the installation.

*If an accident occurs,
CALL US and we will
find a solution together!*

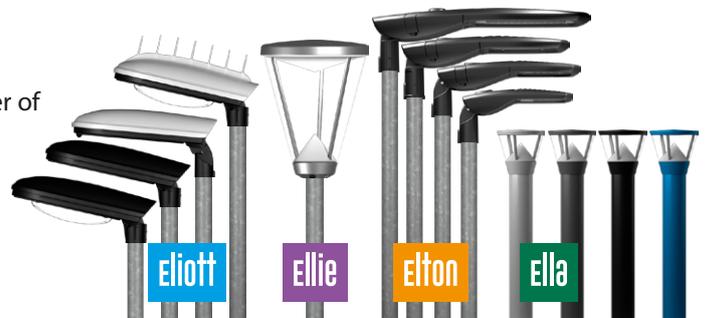
The customer doesn't need to and should not try to fix errors in the luminaire.

Instead: Release the cable and the screws and return the luminaire to PrismaTibro.

If the problem is a warranty issue PrismaTibro AB reimburses 400 SEK to the customer for every non-functioning luminaire, this is to pay for the demounting and mounting of the luminaire. If it isn't a warranty issue, the customer will need to cover these costs as well.

Recommendation

PrismaTibro recommends that all customers have a small number of Prisma Light in store for any needs that may arise in connection with a warranty-case or similar events.



PRISMATIBRO

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SWITCHBOARD +46 504 400 40

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E-MAIL contact@prismatibro.se



THIS IS HOW IT WORKS

Our goal Complaints regarding Prisma Light should be as easy as possible for our customers to handle. So, to make it easier in such cases we wish that all our customers have a small number of **Prisma Light Standby** in store.

Offer Buy Prisma Light Standby to have on hand if something unpredictable were to happen - not for ordinary use. 500 SEK discount on your ordinary price.

Freight & Packaging The customer packs the defective luminaire and books shipping using a shipper that PrismaTibro recommends. PrismaTibro will also cover the return freight. If the case isn't a warranty issue, the customer will be invoiced for the freight in both directions.

WITH Prisma Light Standby CUSTOMER

1. The customer notices a vandalized or of some reason non-functioning luminaire.
2. At the same time as the defective luminaire is taken down, it will immediately be replaced with one of the Prisma Light (Standby) that the customer has for these kind of issues - and therefore skips an other round trip to the installation.
3. Call PrismaTibro +46 504 400 40
Describe the problem
4. The customer receives a unique RMA-number.
5. Wraps up the non-functioning luminaire in a suitable packaging.
6. Marks the package with the specified RMA-number.
7. Sends the package to PrismaTibro
Jarnvagsgatan 19
SE-543 50 Tibro

PrismaTibro

8. Monitors the arrival of the package
9. The package is received and unpacked, troubleshooting is done.
10. Notifies the customer within 5 working days the result of the troubleshooting and a proposition to solve the issue - written report.
The report provides information if this is a warranty issue or not. If it isn't, the repair will cost 60% of list price at the most.
11. The customer is informed by telephone or e-mail and any questions are answered.
12. The repair is done.
13. The luminaire is returned, marked with the RMA-number.
14. The case is closed within 10 workingdays from when the package is received (Item 9)
15. The returned luminaire arrives to the customer who again has a Prisma Light that is ready to act Standby.

WITHOUT Prisma Light Standby CUSTOMER

1. The customer notices a vandalized or of some reason non-functioning luminaire.
2. Calls PrismaTibro +46 504 400 40.
Describes the problem.
Notifies PrismaTibro the desired configuration for the replacement luminaire.
3. The customer receives a unique RMA-number.
4. An order is placed with the customers regular price and a delivery date is confirmed.

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5. Manufacture the replacement luminaire, deliver it to the customer, marked with the RMA-number.
 6. Delivery according to order confirmation.
- #### CUSTOMER
7. Takes down the defective luminaire and mounts the new one.
 8. Wraps up the non-functioning luminaire in suitable packaging.
 9. Marks the package with the specified RMA-number.
 10. Sends the package to PrismaTibro
Jarnvagsgatan 19
SE-543 50 Tibro

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11. The package is received and unpacked, troubleshooting is done.
12. Notifies the customer within 5 working days from the date that the package arrived, the result of the troubleshooting and a suggestion on how it can be solved - written report. The report informs the customer if this is a warranty issue or not. If it isn't, the repair will cost 60% of list price at the most.

CUSTOMER

13. The customer tells us if we should repair the luminaire or not.

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14. Acts according to the customers decision.
15. The case is closed within 10 workingdays from the arrival of the package (Item 11).