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Venture Sustainability Warranty

Ventures Sustainability Warranty is provided to assist customers to have enduring maintenance of their lighting systems. Both our Gold 5 year and Silver 3 year warranties offers an extended solution that allows for any deemed failed product, operating outside of its published performance as detailed on our datasheets, to be returned to Venture for evaluation and if found faulty due to a proven manufacturing defect, replacements will be offered by return.

Gold Standard 5 Year Warranty

Offered when both a Venture lamp (as listed below), along with Venture magnetic ballast plus Venture ignitor or Ventronic ballast; are purchased in combination, installed and operated in this combination throughout their life.

Silver Standard 3 Year Warranty

Offered when either a Venture lamp (as listed below) are installed and operated by competitors compatible control gear or Venture ballasts & Venture ignitor or Ventronic Low Wattage ballast are used with competitor's compatible lamps.

Lamps participating in both the Gold and Silver Standard Warranties are; all Pulse Start, all Pulse Start Sustainability, CM-CITY, CM-PLUS, and E27 & E40 Low Wattage (up to 150W).

This premium service relates only to registered Venture products or agreed at point of sale.

The item must be faulty due to manufacturing defects and not rendered faulty due to misuse, use at elevated temperatures, use at high supply voltages and use in adverse environments or similar situations that take Ventures product outside of its published data.

Venture will only supply a replacement product for each faulty product returned and will not contribute towards any other costs, which implies and not limited to; costs of consequential losses, labour costs, equipment and hire costs, transport costs and any other associated costs of retrieving the original product and or refitting a new product.

Authorised signature and Date:

Clive Riddell, Technical Manager for Venture Lighting Europe Ltd 17 October 2012