



PRODUCT DEFECT WARRANTY COVERAGE STATEMENT

All Products sold by FOCUS SMART TECHNOLOGIES SDN BHD to CUSTOMERS and RESELLERS in Malaysia are covered with the following Factory Defect Warranties:

SECURITY (Unless otherwise stated)

Metal Detector / Camcorder / Guard Tour Products

- 1 Year Warranty – Repair / Replacement

CCTV / Intercoms / Help Points / Perimeter Products

- 2 Year Warranty – Repair / Replacement

LED LIGHTING (Unless otherwise stated)

Bulb Light Products

- 1 Year Defect Warranty – Repair / Replacement

Tubes / Down / Panel Light Products

- 3 Year Defect Warranty – Repair / Replacement

Wall / Strip Light Products

- Wall / Strips** ➤ 3 Year Defect Warranty – Repair / Replacement

- Controllers & Driver Amplifiers** ➤ 1 Year Warranty – Repair / Replacement

Flood & Street Light Products

- 5 Year Defect Warranty – Repair / Replacement

WARRANTY CLAIM PROCEDURE & COVERAGE

Product Defect Claims from CUSTOMERS must be logged using our “Problem Report Sheet” and emailed to FOCUS. Once Problem Reports are received FOCUS will Schedule and Dispatch On-site Support Staff to investigate what’s damaged, identify cause of Failure, issue a Quote and proceed to Repair / Replace.

For Product Defect Claims from RESELLERS Faulty Products must be returned to FOCUS along with a completed “Problem Report” and “Proof of Purchase” (Dated Receipt) and in original / suitable Packing for Product Protection.

Products that have failed in Warranty Periods due to Miss Handling, Accidents, Incorrect third party Installation, Tampering, Storage / Operation in Out Of Specification Environments, Excessive Power Over Voltage / Fluctuations / Surges, Water Damage, Lighting Induction or Acts of Riot / War will not be covered.

The final decision of cause of Product Failure and to Repair / Replace under warranty will be with Focus Smart Technologies Sdn Bhd.

Products repaired / replaced within Warranty Periods by FOCUS will only carry warranty up to the Period provided for by the original purchased product.

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