



Product Life / Warranty

LED lighting schemes are the perfect solution for long-term installations that require **a robust, low-maintenance solution** with a flexible and consistent output. They are the perfect solution for recessing into the ground in public areas where repeated access for maintenance would be costly and time consuming.

Our philosophy when designing our LED systems is to keep the **luminaires as simple as possible** with as few components inside them that could malfunction. These luminaires can then be mounted in difficult to access locations with confidence in the knowledge that they will not have to be accessed again.

All the “clever”, less-reliable components in the LED lighting scheme are then kept in Control Boxes which are mounted in an easy to access area (ie. the plant room). The Control Boxes contain low-voltage power supplies, DMX interface cards, terminal blocks and fuseholders. All these components are modular for ease of replacement should they fail.

So, the major components of our LED lighting schemes are:-

- 1) The LED luminaires, and
- 2) The Control Boxes

We manufacture using high-quality, compliant materials (including LSOH cables) to mitigate against unnecessary quality problems in the field. The warranty details for each component are as follows:

1) LED Units

The advantages of LED luminaires over other light sources are:-

- **Long life-time, typically 30,000 hours life**
- **Lower heat**
- **Colour consistency**

LEDs are inherently reliable – so an absolute life figure of 40,000 hours is not exaggerated.

Also, all products built by us are bench-run (“**burnt-in**”) prior to despatch, to “weed-out” any early failures.

So, the LEDs will last a long time, but, since the actual operational characteristics are application-specific, we only guarantee the LED PCBs for a period of **12 months** after despatch date. This warranty is based on a **return-to-base, like-for-like** replacement policy.

Contact us:

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We can undertake **site visits** to carry out remedial work, but will charge for this – only raising a credit for this if it is clear that the fault lay in the manufacture of the product by njo.

Colour Consistency

We only use “Bin–Graded” selected LEDs, whose initial chromaticity is closely-matched.

2) Controllers/Control Boxes

These are built by us, using a wide range of electronic components which, whilst very reliable, don’t have the inherent longevity of LEDs. Consequently, we thoroughly test all control gear before despatch.

We offer a **12-month “back-to-base” warranty** on this equipment (repair/replacement details as LED units above).

3) Power Supplies

We only use high quality, electronic “**Switch Mode**” power supplies, with a stated MTBF of 100,000 hours.

Again, we offer a **12-month warranty for our PSUs** – with the same **back-to-base**/replacement criteria.

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