



Warranty

Terms & Conditions

We believe that a manufacturers' warranty is your assurance of quality and reliability. This is why all of our products are covered as standard by our two year product guarantee. In addition, selected products are also covered by our three or five year extended warranties.

Complete assurance of quality & reliability

Why should I register?

- To extend your product warranty up to 7 years
- Sign up to updates, product news and deals
- Long term customer support

2 year standard warranty

1. Conditions

With the exception of lamps and glass components, all other JCC Lighting Products Limited ("JCC") products ("Products") are subject to a minimum 2 year warranty ("Standard Warranty") which commences from the date the Product is first purchased from an authorised JCC Wholesaler. Within the Standard Warranty period, JCC will replace, repair, rectify or take back any Product which does not comply with the warranty set out in clause 7 of our standard terms and conditions, (available at jcc.co.uk/terms, or from our Customer services team by calling **+44 (0) 1243 838999**).

Usage Limitations:

- Domestic use: Up to 5 hours a day, 7 days per week, 52 weeks per year. Totalling 1,820 over 2 years
 - Commercial use: Up to 12 hours per day, 6 days per week, 52 weeks per year. Totalling 7,488 over 2 years. Commercial usage excludes EM products in Maintained mode.
- 1.1.** Unless otherwise specified and confirmed in writing by the Seller (in its discretion) and subject to the buyer producing proof of purchase of the Goods, JCC warrants (on the detailed terms of its product guarantee available through the Seller's website or customer services department and subject to the exclusions therein) that the Goods will be free from manufacturing faults for a period of 2 years from the date the product is first purchased from an authorized JCC wholesaler, provided the Goods are properly used for their intended purpose in accordance with JCC's applicable written operating instructions and provided that any such non-conformity is notified to the period of 2 months from the date on which the lack of conformity is detected. This warranty period may be replaced by the individual relevant warranty/guarantee terms for Goods as specified by JCC in warranty period that applies for the purposes of the remedies set out in Clause 1.4 below.
 - 1.2.** JCC warrants that it has a right to sell the Goods and that the Goods are free from any charge or encumbrance unknown to Buyer.
 - 1.3.** JCC at its choice will replace with same product or one of the equivalent specification, repair, rectify or take back Goods that do not comply with the warranty set out in Clause 1.2 above or refund or credit the Buyer with the price of the Goods concerned BUT ONLY IF:-
 - 1.4.** Any defect appears within the warranty period and is notified in writing to JCC with full details within the warranty period or 7 days after its expiry and in any event promptly

after noticing the defect;-

- 1.5.** JCC is allowed and is afforded facilities to test Goods and is satisfied defects have not arisen after delivery or as a result of misuse;
- 1.6.** The defect does not arise from fair wear and tear or acts of the Buyer or its customer including without limitation, wilful damage, negligence, lack of proper maintenance or servicing, failure to follow JCC's instructions (whether oral or in writing) or misuse of alteration or repair of the Goods without JCC's approval; providing the Buyer can produce proof of purchase of the Goods to JCC.
- 1.7.** Where JCC performs its obligations under this Clause, the Buyer shall not be entitled to treat delivery of Goods in accordance with these Conditions as ground for repudiating the Contract, failing to pay for Goods or cancelling further deliveries.

2. Exclusions

- 2.1.** JCC shall not be liable for the repair or replacement of any Product in the event that it has failed due to any of the following:
 - Non-compliance with installation and safety regulations given in the installation instructions
 - Faults caused by the installer through installation errors including, but not limited to, connection to an incorrect or unstable power supply
 - If the Product has not been installed by a qualified electrician or authorized JCC installer if applicable by law or regulation or as instructed by JCC
 - Inappropriate use or intentional damage by the owner or third parties
 - Repairs carried out by parties other than a JCC authorised representative
 - External influences (e.g. weather, transit damage)
 - Glass breakage and defective lamps excluding LED modules
 - Use of non-approved parts such as lamps, care products and incorrect or third party supplied spare parts
 - Accidental damage
 - Exceeding the Product's usage limitations
- 2.2.** JCC shall not be liable for labour costs. JCC shall not be liable for any loss of profit, or any special, indirect or consequential loss, or any costs, damages, charges, fees or expenses except for liability that JCC is not allowed to exclude by law.
- 2.3.** Carriage costs of returned items are not covered by the Warranty.

3. Limitation of Liability

- 3.1.** JCC's total liability in connection with the provision of the Products shall be limited to the price paid by the customer for that Product.

4. Customer contact centre

- 4.1. In the event of any technical queries, customers are requested to contact the JCC Technical Helpline for advice and, if necessary, to arrange a suitable time for a visit from a JCC authorised engineer. For the helpline please dial **+44(0)1243 829040** Monday – Friday between 8.00 am and 5.00 pm, or email technical.support@jcc.co.uk.
- 4.2. In the event that there is a fault with a JCC Product outside the Warranty Period and as specified by our general terms and conditions, customers are obliged to produce an Extended Warranty certificate number issued in their name for the Products to be repaired or replaced.

5. Further contact

- 5.1. If you have any queries regarding the Warranty, or the Extended Warranties offered by JCC, please contact our Customer Services department via email at: customerservices@jcc.co.uk or by telephone on **+44 (0) 1243 838999**.

3 year extended warranty

Usage Limitations:

- Commercial use: Up to 12 hours per day, 6 days per week, 52 weeks per year. Totalling 11,232 over 3 years. Commercial usage excludes EM products in Maintained mode
- 1.1. Must be applied for and registered with JCC within 1 year of the initial purchase date from a JCC authorised Wholesaler.
 - 1.2. Applies only to new Products from the date of purchase from a JCC authorised Wholesaler. The Extended Warranty is not available to Products that were procured second hand, at an auction, or by any other means.
 - 1.3. Is valid only if the date of purchase is verified by a valid invoice and the complete product is returned together with the customer's warranty registration number upon making a claim.
 - 1.4. This warranty is non transferable and is only applicable to the registered warranty holder.

2. Duration

- 2.1. The Extended Warranty takes effect immediately after the end of the Standard Warranty period. Providing that the Extended Warranty has been validly registered, it will continue for a further period of 1 year, bringing the combined product warranty period to 3 years from the date of original purchase. Please note any claims made within the first 2 years of purchase must be made to the installer or supplying Wholesaler direct and not to JCC.

3. Services

- 3.1. If upon inspection a faulty item is considered beyond repair, JCC reserves the right at its sole discretion to provide the customer

with a new Product or one of equivalent specification.

- 3.2. Any Product repaired or replaced under the Extended Warranty will be covered for the duration of the original Extended Warranty and no new Extended Warranty will be provided or implied.
*please be aware this warranty does not include any associated labour costs, other than those referenced in Section 4.2.

4. Exclusions

- 4.1. JCC shall not be liable for the repair or replacement of any Product in the event that it has failed due to any of the following:
 - Non-compliance with installation and safety regulations given in the installation instructions
 - Faults caused by the installer through installation errors including, but not limited to, connection to an incorrect or unstable power supply
 - If the Product has not been installed by a qualified electrician if applicable by law or regulation or as instructed by JCC
 - Inappropriate use or intentional damage by the owner or third parties
 - Unauthorized repairs or repairs carried out by parties other than a JCC authorised representative
 - External influences (e.g. weather, transit damage)
 - Glass breakage and defective lamps excluding LED modules
 - Use of non-approved parts such as lamps, care products and incorrect or third party supplied spare parts
 - Accidental damage
 - Exceeding the Product's usage limitations
 - This extended warranty does not cover the batteries supplied in emergency variants, for details of the battery warranty please refer to our standard warranty document available at jcc.co.uk/warranty
 - JCC shall only be liable for repair costs carried out by JCC's approved technicians or authorised agents. If no fault can be found for which JCC is responsible, in accordance with the terms & conditions of the Extended Warranty, JCC reserves the right to invoice customers with reasonable costs in accordance with JCC's rates, (as amended from time to time). JCC shall not be liable for any loss of profit, or any special, indirect or consequential loss, or any costs, damages, charges, fees or expenses except for liability that JCC is not allowed to exclude by law.
- 4.2. Carriage costs of returned items are not covered by the Extended Warranty.

5. Customer contact centre

- 5.1. In the event of any technical queries, customers are requested to contact the JCC Technical Helpline for advice and, if necessary, to arrange a suitable time for a visit from a JCC authorised engineer. For the helpline please dial **+44(0)1243 829040** Monday – Friday between 8.00 am and 5.00 pm, or email technical.support@jcc.co.uk.

- 5.2. In the event that there is a fault with a JCC Product outside the Warranty Period and as specified by our general terms and conditions, customers are obliged to produce an Extended Warranty certificate number issued in their name for the Products to be repaired or replaced.

6. Further contact

- 6.1. If you have any queries regarding the registration of the Extended Warranty, please contact our Customer Services department via email at: customerservices@jcc.co.uk or by telephone on **+44 (0) 1243 838999**.

5 year extended warranty

With the exception of lamps and glass components, all other JCC Lighting Products Limited ("JCC") products ("products") are subject to a minimum 2 year warranty ("Standard Warranty") which commences from the date the product is first purchased from an authorised JCC wholesaler.

Within the standard warranty period, JCC will replace, repair, rectify or take back any product which does not comply with the warranty set out in clause 7 of our standard terms and conditions (available at jcc.co.uk/terms, or from our Customer Services team by calling **+44 (0) 1243 838999**).

In addition to our standard manufacturer's 2 year warranty, customers of JCC Products who are "consumers" (as defined in The Sale and Supply of Goods to Consumer Regulations 2002) are eligible for our 3 year extended warranty ("Extended Warranty"), which will bring the combined product warranty period to 5 years.

The Extended Warranty is subject to the terms and conditions set out below; however your statutory rights as a consumer (if applicable) are not affected in any way.

1. Conditions

Usage Limitations:

- Commercial use: Up to 12 hours per day, 6 days per week, 52 weeks per year. Totalling 26,208 over 7 years. Commercial usage excludes EM products in Maintained mode.
- 1.1. Must be applied for and registered with JCC within 1 year of the initial purchase date from a JCC authorised wholesaler.
 - 1.2. Applies only to new products from the date of purchase from a JCC authorised wholesaler. The Extended Warranty is not available to products that were procured second hand, at an auction, or by any other means.
 - 1.3. Is valid only if the date of purchase is verified by a valid invoice and the complete product is returned together with the customer's warranty registration number upon making a claim.
 - 1.4. This warranty is non transferable and is only applicable to the registered warranty holder.

2. Duration

- 2.1. The Extended Warranty takes effect immediately after the end of the standard warranty period. Providing that the Extended Warranty has been validly registered, it will continue for a further period of 3 years, bringing the combined product warranty period to 5 years from the date of original purchase. Please note any claims made within the first 2 years of purchase must be made to the installer or supplying wholesaler direct and not to JCC.

3. Services

- 3.1. If upon inspection a faulty item is considered beyond repair, JCC reserves the right at its sole discretion to provide the customer with a new product or one of equivalent specification.
- 3.2. Any product repaired or replaced under the extended warranty will be covered for the duration of the original extended warranty and no new extended warranty will be provided or implied.
*please be aware this warranty does not include any associated labour costs, other than those referenced in Section 4.2.

4. Exclusions

- 4.1. JCC shall not be liable for the repair or replacement of any product in the event that it has failed due to any of the following:
 - Non-compliance with installation and safety regulations given in the installation instructions
 - Faults caused by the installer through installation errors including, but not limited to, connection to an incorrect or unstable power supply
 - If the product has not been installed by a qualified electrician if applicable by law or regulation or as instructed by JCC
 - Inappropriate use or intentional damage by the owner or third parties
 - Unauthorized repairs or repairs carried out by parties other than a JCC authorised representative
 - External influences (e.g. weather, transit damage)
 - Glass breakage and defective lamps excluding LED modules
 - Use of non-approved parts such as lamps, care products and incorrect or third party supplied spare parts
 - Accidental damage
 - Exceeding the Product's usage limitations
 - These extended warranties do not cover the batteries supplied in emergency variants, for details of the battery guarantee please refer to our standard guarantee document available at jcc.co.uk/warranty.

- 4.2. JCC shall only be liable for repair costs carried out by JCC's approved technicians or authorised agents. If no fault can be found for which JCC is responsible, in accordance with the terms & conditions of the Extended Warranty, JCC reserves the right to invoice customers with reasonable costs in accordance with JCC's rates (as amended from time to time). JCC shall not be liable for any loss of profit, or any special, indirect or consequential loss, or any costs damages, charges, fees or expenses except for liability that JCC is not allowed to exclude by law.
- 4.3. Carriage costs of returned items are not covered by the extended warranty.

5. Customer contact centre

- 5.1. In the event of any technical queries, customers are requested to contact the JCC Technical Helpline for advice and, if necessary, to arrange a suitable time for a visit from a JCC authorised engineer. For the helpline please dial **+44(0)1243 829040** Monday – Friday between 8.00 am and 5.00 pm, or email technical.support@jcc.co.uk.
- 5.2. In the event that there is a fault with a JCC product outside the warranty period and as specified by our general terms and conditions, customers are obliged to produce an extended warranty certificate number issued in their name for the products to be repaired or replaced.

6. Further contact

- 6.1. If you have any queries regarding the registration of the Extended Warranty, please contact our Customer Services department via email at: customerservices@jcc.co.uk or by telephone on **+44 (0) 1243 838999**.

7 year extended warranty (V50 range)

With the exception of lamps and glass components, all other JCC Lighting Products Limited ("JCC") products ("products") are subject to a minimum 2 year warranty ("Standard Warranty") which commences from the date the product is first purchased from an authorised JCC wholesaler. Within the standard warranty period, JCC will replace, repair, rectify or take back any product which does not comply with the warranty set out in clause 7 of our standard terms and conditions (available at jcc.co.uk/terms, or from our Customer Services team by calling **+44 (0) 1243 838999**).

In addition to our standard manufacturer's 2 year warranty, customers of JCC Products who are "consumers" (as defined in The Sale and Supply of Goods to Consumer Regulations 2002) are eligible for our 5 year extended warranty ("Extended Warranty"), which will bring the combined product warranty period to 7 years.

The Extended Warranty is subject to the terms and conditions set out below; however your statutory rights as a consumer (if applicable) are not affected in any way.

1. Conditions

Usage Limitations:

- Commercial use: Up to 12 hours per day, 6 days per week, 52 weeks per year. Totalling 26,208 over 7 years. Commercial usage excludes EM products in Maintained mode.
- 1.1. Must be applied for and registered with JCC within 1 year of the initial purchase date from a JCC authorised wholesaler.
- 1.2. Applies only to new products from the date of purchase from a JCC authorised wholesaler. The Extended Warranty is not available to products that were procured second hand, at an auction, or by any other means.
- 1.3. Is valid only if the date of purchase is verified by a valid invoice and the complete product is returned together with the customer's warranty registration number upon making a claim.
- 1.4. This warranty is non transferrable and is only applicable to the registered warranty holder.

2. Duration

- 2.1. The Extended Warranty takes effect immediately after the end of the standard warranty period. Providing that the Extended Warranty has been validly registered, it will continue for a further period of 3 years, bringing the combined product warranty period to 5 years from the date of original purchase. Please note any claims made within the first 2 years of purchase must be made to the installer or supplying wholesaler direct and not to JCC.

3. Services

- 3.1. If upon inspection a faulty item is considered beyond repair, JCC reserves the right at its sole discretion to provide the customer with a new product or one of equivalent specification.
- 3.2. Any product repaired or replaced under the extended warranty will be covered for the duration of the original extended warranty and no new extended warranty will be provided or implied.
*please be aware this warranty does not include any associated labour costs, other than those referenced in Section 4.2.

4. Exclusions

- 4.1. JCC shall not be liable for the repair or replacement of any product in the event that it has failed due to any of the following:
 - Non-compliance with installation and safety regulations given in the installation instructions
 - Faults caused by the installer through installation errors including, but not limited to, connection to an incorrect or unstable power supply
 - If the product has not been installed by a qualified electrician if applicable by law or regulation or as instructed by JCC

- Inappropriate use or intentional damage by the owner or third parties
- Unauthorized repairs or repairs carried out by parties other than a JCC authorised representative
- External influences (e.g. weather, transit damage)
- Glass breakage and defective lamps excluding LED modules
- Use of non-approved parts such as lamps, care products and incorrect or third party supplied spare parts
- Accidental damage
- Exceeding the Product's usage limitations
- For the final 2 years of the 7 year period, the reduction or deterioration of product performance, including lumen depreciation, CCT shift or individual chip failure is excluded
- These extended warranties do not cover the batteries supplied in emergency variants, for details of the battery guarantee please refer to our standard guarantee document available at jcc.co.uk/warranty.

- 4.2.** JCC shall only be liable for repair costs carried out by JCC's approved technicians or authorised agents. If no fault can be found for which JCC is responsible, in accordance with the terms & conditions of the Extended Warranty, JCC reserves the right to invoice customers with reasonable costs in accordance with JCC's rates (as amended from time to time). JCC shall not be liable for any loss of profit, or any special, indirect or consequential loss, or any costs damages, charges, fees or expenses except for liability that JCC is not allowed to exclude by law.
- 4.3.** Carriage costs of returned items are not covered by the extended warranty.

5. Customer contact centre

- 5.1.** In the event of any technical queries, customers are requested to contact the JCC Technical Helpline for advice and, if necessary, to arrange a suitable time for a visit from a JCC authorised engineer. For the helpline please dial **+44(0)1243 829040** Monday – Friday between 8.00 am and 5.00 pm, or email technical.support@jcc.co.uk.
- 5.2.** In the event that there is a fault with a JCC product outside the warranty period and as specified by our general terms and conditions, customers are obliged to produce an extended warranty certificate number issued in their name for the products to be repaired or replaced.

6. Further contact

- 6.1.** If you have any queries regarding the registration of the Extended Warranty, please contact our Customer Services department via email at: customerservices@jcc.co.uk or by telephone on **+44 (0) 1243 838999**.

1 year on-site warranty

The 1-year on-site warranty applies only to the ToughBay® product range purchased since 1st February 2023, and subject to the following conditions:

Goods must be new and purchased from JCC authorized seller in the United Kingdom.

Goods must be registered within 6 months of purchase, only with our confirmation of registration e-mail issued at the time of registration can a claim be made. Proof of purchase required.

This 1-year on-site warranty applies in addition to the terms and conditions contained in our standard warranty. Proof of purchase from a JCC authorised wholesaler is required on making a claim.

This policy includes replacement product of same specification or similar and will cover fair and reasonable on-site charges that relate only to faulty JCC products which have been properly installed and used for their intended purpose.

JCC shall only be liable for repair costs carried out by JCC's approved technicians or authorised agents.

JCC must receive a detailed quote and agree upon the amount before any replacement work commences; unauthorized costs or invoices will not be accepted by JCC Lighting. JCC will require copies of invoices for any third-party access equipment that is required so support a claim

This warranty is non transferable and is only applicable to the registered warranty holder.

Warranty exclusions:

- Non-compliance with installation and safety instructions and regulations listed in the installation instructions.
- Faults caused by the installer through installation errors including, but not limited to, connection to an incorrect or unstable power supply, set up of sensors or dimming functionality
- If the product has not been installed by a qualified electrician if applicable by law or regulation or as instructed by JCC
- Costs for disruption to the business's standard operating processes, including any financial loss of business, profits, or damage to property
- Costs of travel & accommodation to and from the installation
- Inappropriate use or intentional damage by the owner or third parties
- Modifications and/or repairs carried out by parties other than a JCC authorised representative
- External influences (e.g., weather, transit damage)
- Incorrect or late delivery of product or accessories
- Accidental damage
- Exceeding the Product's usage limitations

2 year on-site warranty

The 2-year on-site warranty applies to all JCC products purchased from October 1st 2025 onwards, subject to the following conditions:

Products must be new and purchased from a JCC-authorized seller within the United Kingdom.

Claims can only be made with valid proof of purchase.

This warranty is in addition to JCC's standard warranty terms. Proof of purchase from a JCC-authorized wholesaler is required when making a claim.

The warranty covers:

Product replacement: Replacement of the same specification or a similar product, for faulty JCC items that have been properly installed and used as intended.

On-site labour: Up to £25 per fitting for installation by a qualified electrician approved by JCC.

Call-out cost: A fixed call-out fee of £65 will be covered when a JCC-approved electrician attends site.

Access equipment: A flat rate of £250 will be covered to contribute towards hire of access equipment (e.g., scissor lifts, forklifts) required for safe product replacement.

JCC will only cover repair costs carried out by JCC-approved technicians or authorised agents. A detailed quote must be submitted and approved by JCC prior to any work. Unauthorised costs or invoices will not be accepted.

Copies of invoices for any third-party access equipment must be provided to support a claim.

This warranty is non-transferable and applies only to the registered warranty holder.

Warranty exclusions:

- Non-compliance with installation and safety instructions
- Installation errors, including incorrect power supply or sensor/dimming setup
- Installation by unqualified personnel where regulations require a qualified electrician
- Business disruption, financial loss, or property damage
- Travel and accommodation costs
- Intentional damage or inappropriate use
- Modifications or repairs by unauthorised parties
- External influences (e.g., weather, transit damage)
- Incorrect or late delivery of products or accessories
- Accidental damage
- Usage beyond the product's specified limitations
- Site downtime