

**HANECO**  
IDEAS THAT SHINE



# Warranty

User Guide

1300 001 LED  
[haneco.com.au](http://haneco.com.au)



# Warranty Process 1-2-3

## Step 1

Complete your online request at **haneco.com.au/warranty** (also available on mobile devices) or send us an email to **warranty@haneco.com.au**



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## Step 2

Ensure you provide the below documentation:

- RFC document with reason for request
- Photo(s) of the products including the batch number
- Original invoice number
- Make sure you send the purchase order for replacement products via EDI or **orders@haneco.com.au** if required.

## Step 3

Confirmation from Haneco:

You will receive a confirmation email from Haneco, with a unique case number and should only respond to this original email to ensure your case is resolved in a timely manner. If all documentation is sent and complete you will be provided with a credit number or instructions for the next step.





# Haneco Product Warranty Amendment

**“Haneco Lighting Australia provides guarantee that our product should be free of defects for a period of 3 years unless otherwise stated. Should the product fail as result of a manufacturers defect during the first 3 years (or as otherwise stated) from the date of purchase, Haneco will provide a replacement product.”**

In addition to the replacement product, as of 1 July 2020, Haneco Lighting may provide a provision of labour compensation to the installing contractor based on the following:

1. Labour compensation is approved on application.
2. The provision of labour is only applicable where the reported failure is within the first 12 months from purchase.
3. The labour provision is based on an established schedule of rates depending upon the type of fitting and installation.

## Conditions for Labour Compensation:

- A request for labour must be placed with the initial Warranty Claim
- If approved, invoices must be issued referencing the Warranty Case number
- All fittings replaced must be returned to Haneco Lighting
- There is a non-negotiable allowance for a callout fee above the schedule of rates which provides for travel time to the client.
- No further compensation will be made for difficult or after-hour installations.

All claims must be submitted through the Haneco Warranty Portal at:  
**[haneco.com.au/warranty](https://haneco.com.au/warranty)**



For the complete Haneco Warranty Policy, please **scan QR code**.

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