



Warranty Statement

International Coverage: This warranty encompasses products distributed and sold globally by OceanLED Marine Ltd and OceanLED USA LLC. Customers who make purchases through authorized representatives may also enjoy dealer-specific warranty benefits, with claims processed through the point of purchase.

Manufacturer's Warranty: OceanLED provides a comprehensive 2 or 3-year manufacturer's warranty for all products, effective from the date of sale. Specific warranty durations for each product can be found below:

Explore XFM (E2, E3, E6, E7)	3 Years
Explore Weld-In (E8, E9)	3 Years
F, L, M, V Series	2 Years
Pro-Series (aftersales only)	2 Years
Sport	2 Years
Sport Docklight	2 Years
X-Series	2 Years
D3	2 Years
M6	2 Years
Eyes Camera	2 Years

Warranty Declaration for X-Series Sport and D3 Lights

X-Series, Sport and D3 lights purchased after 21/03/2024 will be subject to a 'No Quibble' warranty.

Under this comprehensive warranty, OceanLED will issue free of charge replacements providing the following criteria is adhered to:

- Troubleshooting conducted / fault described
- Proof of purchase provided
- Product within its warranty window
- Item(s) returned if requested

Please be aware that the 'No Quibble' warranty is a 'one-time' claim per product. Once the right has been exercised for the first time, the new product will be subject to our 'standard' warranty terms.

OceanLED reserves the right to rescind this 'no quibble' warranty offering at any time.

Warranty Declaration for All Other Lights

All of our remaining lighting products, excluding X-Series, Sport and D3 lights, are subject to our 'standard' warranty terms.

This 'standard' warranty covers manufacturing defects and unforeseen issues during normal use. Please note that the warranty acceptance is subject to OceanLED's receipt of the product, and an inspection/fault determination conducted by our team.

Claim Process: To initiate a claim, contact the point of purchase or an authorized OceanLED dealer. Ensure



completion of troubleshooting, and submit the following information:

- Customer and Boat Names
- Current Vessel or Product Location
- Detailed Failure Description with Photographic Evidence
- Test Details
- Serial Numbers and Proof of Purchase from OceanLED and Subsequent Sales
- High-Quality Images of the Claimed Products

Troubleshooting Guidelines: Refer to product manuals on the OceanLED website (<https://www.oceanled.com/>) for troubleshooting guidelines. Claims may be rejected if troubleshooting is incomplete, information is insufficient, the warranty period has lapsed, the product isn't returned within 30 days of authorization, improper installation or use is evident, the product is incomplete/damaged upon return, or no defect is found.

Detailed Terms and Conditions: For a comprehensive understanding of the warranty terms and conditions, please refer to sections 1-6 below. These terms ensure a fair and effective resolution process for all warranty claims.

This policy aims to provide clarity, ease of understanding, and a seamless process for customers to benefit from the warranty coverage offered by OceanLED.

Corrosion Disclaimer: It is important to note that all metal components are susceptible to corrosion in saltwater environments. Factors influencing corrosion, such as immersion during installation or improper sealing of connections, are not directly linked to our products. OceanLED cannot be held accountable for corrosion-related defects. Instances of aggressive corrosion due to improper installation, bonding, or nearby stray currents will not be eligible for warranty claims.

Colour Variation and Design Changes: Colour variations are inherent to LED manufacturing, and OceanLED strives to match light colours. However, differences may exist between batches. OceanLED retains the right to modify product designs, the product range, and manufacturing components without prior communication.

Ancillary and Indirect Costs: OceanLED is not responsible for ancillary or indirect costs, including vessel haul-outs, scaffolding, lifting equipment, or associated labour expenses related to warranty claims.

Warranty Claim Process: Valid warranty claims, supported by failure data, can be processed through the original dealer or the closest dealer geographically at the time of failure. Submission of a serial number and a detailed failure mechanism description, along with the required information, is necessary. The defective product must be returned to OceanLED within 30 days for testing and verification. If the failure is due to a manufacturing fault, OceanLED may opt to repair, replace, or refund the original purchase value.

Voiding of Warranty: Warranty may be voided if returned products are significantly damaged, lack sufficient cable length for testing, are incomplete, or lack identifiable matching sub-assemblies. High-pressure hosing or jet-washing of products is prohibited, and warranty will be voided if evidence of such cleaning methods is found.

Chemical Cleaners and Replacement Process: The use of chemical cleaners is prohibited, and products showing signs of chemical cleaning will have their warranty voided. Urgent replacements directly from OceanLED may require an initial invoice, refundable for valid claims. If a warranty claim is found void, or the faulty product is not returned within 45 days, payment for the replacement product may be required. Claims without returned products after 45 days will be closed, and replacement parts will no longer be offered.

Urgent Replacement Process: In the event of an urgent replacement directly from OceanLED, an initial invoice will be issued for the replacement, with a refund applicable if the claim is valid. Alternatively, you may explore the option of securing an advance replacement through your original dealer.

Payment Obligation and Return Timeline: Should the warranty claim be deemed void for any reason or if the faulty product is not returned within 30 days, payment for the replacement product(s) will be required if not already made. Failure to return the defective products within the specified 30-day period, without a prior replacement, will result in the closure of the claim, and replacement parts will no longer be available.



Warranty of Quality

1: WARRANTY COVERAGE

- 1.1 OceanLED Marine Ltd (hereinafter referred to as the “Company”) warrants those goods manufactured and sold by the Company, upon delivery (installed or not), meet satisfactory quality standards as per the Sale of Goods Act of 1979.
- 1.1.1 OceanLED products are covered under warranty, for the duration of their warranty period (detailed on page 1 of this document), only. This period starts from point of purchase. A free of charge, OceanLED issued replacement, does not re-start the warranty period. Any new replacement light will have a 12-month warranty or the remaining balance of the system warranty, whichever is longer.

1.2 CLAIM PROCESS

- 1.2 The Company’s warranty is contingent upon the Buyer adhering to the following conditions:
 - 1.2.1 Written notice of defects, including those from transit damage, must be given to the Company within 14 days of discovery.
 - 1.2.2 The Buyer provides all requested information truthfully and follows troubleshooting advice promptly.
 - 1.2.3 The defective Goods are returned to the Company’s place of business at the Buyer’s cost within 30 days of defect notification (If requested)
 - 1.2.4 The Company is given a reasonable opportunity to examine the returned Goods at its place of business.

1.3 LIMITATIONS TO WARRANTY

- 1.3 The warranty is void if:
 - 1.3.1 The Buyer continues to use the Goods after notifying the defect.
 - 1.3.2 Defects arise from the Buyer’s failure to follow storage, transportation, installation, or maintenance instructions, corrosion of metal parts, improper bonding, or the presence of active stray currents.
 - 1.3.3 Defects result from misuse, abuse, improper installation, neglect, shipping by a third party, alteration, repair, or modification without Company consent.
 - 1.3.4 The defect is beyond the Company’s control, such as natural disasters, explosions, floods, fires, accidents, wars, terrorism, epidemics, civil disturbances, or requisitions.
 - 1.3.5 In-service modifications recommended by the Company are not implemented.
 - 1.3.6 Ownership disputes, parts purchased from unauthorized outlets, or Goods purchased via the internet from the United States but not shipped to or fitted in the United States.
 - 1.3.7 Where notified modifications are not adhered to.
 - 1.3.8 Claims for Goods involved in ownership disputes.
 - 1.3.9 Goods purchased via the internet from the United States but not shipped to or fitted in the United States.

1.4 REMEDIES

- 1.4 If Goods do not conform to the warranty, the Company may, at its discretion, repair, replace, or refund the purchase price without charge for labour or parts. The Company covers the return transportation cost of repaired or replaced Goods. Obsolete Goods may be replaced with an equivalent current product.

1.5 OWNERSHP AND GUARANTEE

- 1.5 Replaced Goods become Company property, and the warranty for repaired or replacement Goods extends for the unexpired portion of the original warranty period.

1.6 HANDLING OF INVALID WARRANTY CLAIMS

- 1.6 Invalid warranty claims result in the destruction of returned Goods after 30 days unless the Buyer arranges collection and notifies the Company. Valid claims resulting in replacements, refunds, or upgrades involve the destruction of the failed product without notice.



1.7 ADVANCED REPLACEMENT AND PAYMENT TERMS

- 1.7 If the Company agrees to an advance replacement, the Buyer may be required to pay for half or all of the replacement Goods upfront. This amount will be refunded if the claim is valid upon the return of defective Goods. Failure to return defective Goods within 30 days or an invalid claim may result in the full payment becoming due if not already paid

Limitation of Liability

2: ENTIRE FINANCIAL LIABILITY

- 2.1 Entire Financial Liability: These Conditions outline the Company's complete financial liability, encompassing acts or omissions of its employees, agents, and sub-contractors, to the Buyer concerning:
- 2.1.1 Any breach of these Conditions;
 - 2.1.2 Defects in the Goods;
 - 2.1.3 Use or resale by the Buyer of any Goods or any product incorporating Goods;
 - 2.1.4 Any representation, statement, or tortious act or omission, including negligence, arising in connection with the contract with the Buyer.

2.2 EXCLUSION OF IMPLIED TERMS

- 2.2. All implied warranty, conditions, and other terms imposed by law are fully excluded from the contract with the Buyer to the maximum extent permitted by law.

2.3 EXCEPTIONS TO EXCLUSION

- 2.3. Nothing in these conditions excludes or limits the Company's liability:
- 2.3.1. For death or personal injury caused by the Company's negligence;
 - 2.3.2 Under UK law;
 - 2.3.3 For any matter where exclusion would be illegal;
 - 2.3.4 For fraud or fraudulent misrepresentation.

2.4 LIMITED LIABILITY

- 2.4. Subject to the above Condition 2.3:
- 2.4.1 The Company's total liability, whether in contract, negligence, misrepresentation, restitution, or otherwise, is limited to the original purchase price.
 - 2.4.2 The Company is not liable to the Buyer for pure economic loss, loss of profits, loss of business, loss of contracts, damage to property, depletion of goodwill, or any other consequential claims, whether direct or indirect, arising out of or in connection with the contract or the Goods.

3: THIRD PARTY RIGHTS

No term of any Contract formed between the Buyer and the Company shall be enforceable by virtue of the Contracts (Rights of Third Parties) Act 1999 by any person that is not a party to it.

4: APPLICABLE LAW

The sale of Goods to the Buyer, these conditions, and any disputes or claims arising therefrom or in connection therewith shall be governed by and construed in accordance with the laws of England & Wales. The Buyer and the Company agree irrevocably that the Courts of England & Wales have exclusive jurisdiction to settle any dispute or claim arising from the foregoing.

5: INTERNET USA PURCHASES

OceanLED products purchased by an end-user from a United States dealer via the Internet are covered by this warranty, only if the products are delivered and installed within the United States. The warranty is void if the product is delivered or installed outside the United States. Proof of purchase and installation will be required. Product installed by OEM will be warranted when shipped as part of a new boat package.



Making a Claim

6: NOTIFICATION OF PROBLEM

6.1 Regardless of how the products were fitted or by whom, when a problem with the products is discovered, the Buyer must notify either an authorized dealer or OceanLED within 14 days.

6.1.1 When a problem is discovered, refrain from using the faulty products to minimize further damage. Disconnect the product by removing the power feed from the driver box and cover the end of the power lead with a waterproof solution to prevent water entering the cable connectors.

6.1.2 If a claim is accepted, the part will be replaced on a “like for like” basis. No refunds will be given.

6.1.3 If you are dissatisfied with any part of the process of claiming please let us know.

6.2 PRODUCTS SUPPLIED AND FITTED BY A DEALER

6.2 If products were installed by an authorized dealer:

6.2.1 Contact the dealer to establish the cause of the problem. If not local to the original installer, find the nearest authorized dealer on our website (www.Oceanled.com). Complete troubleshooting before removing the products.

6.2.2 Locate the purchase invoice and contact the dealer for further assistance.

6.2.3 The dealer will contact OceanLED, and a joint investigation will take place.

6.2.4 If the problem is not due to the product’s manufacture, the warranty claim will be invalid.

6.3 PRODUCTS SUPPLIED BY A DEALER BUT FITTED BY THE BUYER

6.3 If the Buyer installed the products:

6.3.1 Seek troubleshooting advice from the dealer and provide a record of troubleshooting with the claim. Refer to www.oceanled.com for product installation manuals containing troubleshooting advice.

6.3.2 If issues persist, contact the dealer or any local dealer/distributor. Provide necessary details for the claim to be processed.

6.3.3 Details required when contacting the dealer:

- Customer name
- Current location of the vessel or products
- Detailed description and photographic evidence of the failure
- Details of any tests that have already been conducted
- Serial numbers and or any proof of purchase from OceanLED and onward sales

6.3.4 When you have made contact with the dealer please follow their instructions.

6.3.5 If you are unable to contact a dealer you may wish to contact OceanLED directly. To contact the Customer Service Manager please email sales@Oceanled.com.

6.4 UNABLE TO LOCATE A DEALER OR PURCHASE DIRECTLY FROM OCEANLED

6.4.1 Before making contact we ask that you follow the troubleshooting guidelines for your product and ensure you have all the relevant details listed in 6.3.3.

6.4.2 If issues persist, contact the Customer Service Manager at OceanLED for your region.

6.4.3 Provide the information listed in 6.3.3 when contacting OceanLED. The Service team will review the claim and advise on recommended tests.

6.4.4 If the warranty claim is valid, a Return Materials Authorization (RMA) number will be issued. Attach the RMA number to the returned product(s).

6.4.5 Return the faulty part with the attached RMA number to the appropriate address within 45 days of being issued an RMA reference. The return is at the Buyer’s expense.

- 6.4.6 The part will be investigated, and if a manufacturing error is confirmed, a replacement equivalent part will be sent, or a refund offered at OceanLED's option.
- 6.4.7 If an urgent replacement is needed, it will be chargeable until the warranty is validated. Failure to return the part within 30 days may result in closure of the claim and any unpaid advance replacement becoming chargeable.
- 6.4.8 If no problem is found, guidance on possible reasons for the fault can be provided. OceanLED is not liable for issues with equipment and installations not purchased from OceanLED. The returned product can be returned at the Buyer's request.

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Or if you are located in any other area please contact the Aftersales Department at our UK Head Office at:

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