

## LUXSURE – A trusted lighting assurance scheme providing manufacturers with access to insurance backed warranties

How can you assure your customers that your product warranties are robust and fully supported?

How can you meet your customer's demand for a no quibble guarantee?

How can you remove your balance sheet liability and provide yourself peace of mind?

### An industry becoming increasingly demanding

End Users are now expecting that lighting products are provided with 10, 15, even 20 year warranties. Due to the manner in which some manufacturers issued warranties, major end users such as local authorities now insist that warranties are backed with capital set aside, tying up huge cash reserves.

Such cash reserves, deter smaller manufacturers, playing into the hands of global lighting companies. This represents the single major barrier to smaller manufacturers winning larger contracts detrimentally impacting growth and future value.

Warranties are becoming the new battleground. Major manufacturers utilise their size and trading history to dominate on large contract tender submissions, where smaller manufacturers struggle to compete even when offering more cost effective and efficient products due to their limited trading history.

### Luxsure – provides access to a trusted luminaire warranty programme

To meet this challenge, Luxsure have combined their expertise with that of LUX-TSI to give you exclusive access to a Luminaire Warranty Programme Underwritten by a leading Lloyds of London Insurer. In the case of a manufacture ceasing to trade Luxsure will work with administrators and/or insurers to provide alternative products as long as supplies last.

Luxsure have developed a 'smart' and affordable approach to verification of LED Luminaire quality and longevity

To qualify, a product is required to undergo independent product reliability verification testing which provides the underwriters a quantifiable assessment of the failure risk.

The warranty is globally available for UK and overseas manufacturers for projects around the world.

Luxsure provides an industry leading, cost-effective, route to insurance backed warranty schemes for LED lighting manufacturers

Backed by Independent Testing and Verification from LUX-TSI and underwritten by Lloyds of London

**LLOYD'S**  
LLOYD'S OF LONDON

## Luxsure – A clear route to insurance backed warranties

Luxsure unique service includes:

- Verification of your product's quality and key physical aspects - including thermal, electrical, mechanical and chemical characteristics. Verification is undertaken in LUX-TSI's state-of-the-art accredited Laboratory operating under a ISO/IEC 17025 quality management system;
- An objective assessment to be used by the insurance underwriters to rate the risk of failure;
- Administration of the extended warranty program, which can include factory audits, site visits and market surveillance;
- Administration of the claims handling process, using industry acknowledged expertise to adjudicate claims.

## Benefits of a Luminaire Warranty to:

### Manufacturers

- Reduces financial liability
- Frees up balance sheet cash reserves
- Provides greater returns to shareholders
- Provides easier access to finance
- Releases 'ring-fenced' cash for R&D
- Accelerates sales
- Enhances your competitive USP

### End customer

- Provides peace of mind if product fails before the payback period
- Will work with key parties to provide alternative products if the manufacturer ceases trading as long as supplies last
- Can cover (optional) the cost of removal and re-installation of any failed luminaires
- Ensures the manufacturer maintains the highest standards through independent, third party testing, market surveillance and factory visits

### Specifiers/Consultant

- Gives peace of mind, knowing you have guided your client to products that meet key performance specifications claimed in the manufacturers data sheets (e.g. longevity and energy performance)
- Provides counter claim security knowing the luminaire warranty is supported by a Lloyds of London underwriter

### The Contractor

- Provides a 'no fuss' policy, avoiding costly returns to site.
- Can cover labour costs (optional) incurred in the unlikely event of a failed unit, requiring repair or replacement.



## About LUX-TSI

We understand that each customer has individual needs and individual concerns. That's why we tailor our support to meet the needs of manufacturers, importers, distributors and retailers in locations which span the world. With over 150 years of experience in the performance testing of products, LUX-TSI has a deep-seated understanding of the regulatory requirements across multiple territories, enabling us to identify the most cost-effective, low-risk path to market access.

### Our Services

Consulting, Testing, Certification, Systems

### Our Markets

LED, Lighting, Electrical, Electronics and Medical Devices

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