



## Products purchased in India through authorized channel

Dear Customer,

Mangoz Devices is the OEM for LightBharat smart lighting products designed and manufactured to the highest standards and deliver high-quality performance, ease of use and ease of installation. If you encounter any difficulties while using your product, we recommend that you consult the user manual or FAQ section on the product website.

In the unlikely event of a failure of the product, Mangoz Devices will arrange for your LightBharat product to be serviced, free-of-charge when you inform us of the defect within the warranty period, provided that the product was used in accordance with the user manual (e.g. in the intended environment).

This document only applies to LightBharat LB1 smart lighting products.

**Warranty terms** The warranty period starts on the date of purchase as stated

on your proof-of-purchase and expires at the end of the period indicated in the section "Warranty period" below. If you require service but you lost your proof-of-purchase or the retailer is unknown to Mangoz Devices (e.g. a seller on an on-line auction channel), the warranty period shall be deemed to have started four months from the date of manufacture indicated on the product or derived from the unique serial number. If you require service for products without production date or serial number on the product a valid proof-of-purchase is required.

Where a repair is not possible or not commercially viable, Mangoz Devices may replace the product with a new or refurbished product of similar functionality. After a repair, firmware upgrade or replacement the warranty period will continue from the date of the original purchase.

The product LightBharat LB1 must be installed by a technical qualified and authorized electrician linesmen by



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taking approvals from authorized power supply/utilities department. During the installation or uninstall or maintenance of the product, the power supply must be disconnected on both input, neutral and output load leads. The electrical connections must be properly coupled and sealed adequately with best quality electrical tapes for safe operations. The warranty is void if the above steps/instructions are not strictly followed. Mangoz Devices, its authorized partners and distributors have no liability towards any such consequence.

**What is excluded?** The warranty does not cover consequential damages (including but not limited to loss of data or loss of income), nor compensation for activities done by yourself, such as regular maintenance, installing firmware updates or saving or restoring data.

The Warranty excludes, or does not apply:

- If the proof-of-purchase has been altered in any way or is made illegible.

- If the model number, serial number, production date code, tamper proof seal, QR code on the product has been altered, removed or made illegible.
- If repairs or product modifications have been carried out by unauthorized service organizations or persons.
- If the defect is the result of excessive use outside the intended purpose, e.g. overload more than rated, over-voltage.
- If the defect is caused by abuse of the product or by environmental conditions that are not in conformance with the user manual of the product.
- If the defect is caused by connecting inferior quality cables, peripherals, additional equipment or accessories other than those recommended in the user manual.
- If the unit has been damaged, including but not limited to damage by animals, lightning, abnormal voltage, improper earthing in power supply, fire,



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natural disaster, transportation or water (unless the user manual expressly states that the product may be rinsed).

- If the product does not function properly because it was not originally designed, manufactured or approved for use in the country where you use the product, which might occur when you imported the product.
- If the product does not function properly due to problems with access to, or connection with service providers, such as interruptions in the access networks (e.g. satellite or internet), faults on the subscriber's or the correspondent's line, local network fault (cabling, file server, user's line) and faults in the transmission network (interference, scrambling, faults or poor network quality).
- To third party applications used on- or with your products
- Shipping costs to and from the authorized dealer or service

center shall be paid by the consumer

**Service needed?** In order to avoid unnecessary inconvenience, we advise you to read the user manual carefully and/or consult the support section of this web site before contacting your dealer or Mangoz Devices. To obtain service within the warranty period please contact the consumer contact center via one of the contact methods indicated on this web site. When your product is no longer within warranty, in some countries, you can contact the nearest authorized service center directly. If available, you can find the addresses of the service centers on this website.

To be able to help you efficiently when you contact LightBharat or its service partners please have available:

- The product type- or model number (also sometimes called model ID)
- The registered phone number on which the product is activated (called mobile number)



LB1, LB2, LB\_RWA, LB\_OOH, LB\_FACTORY  
Street Light Automatic Switch

MLB24, Rev 2.0  
April 17, 2020

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- The proof-of-purchase (e.g. original invoice or cash receipt) indicating the date of purchase, dealer name and model number of the product; and
  - The product serial number or production date code as specified on the product. The model number, the serial number or production date code (if available) can be found on the product enclosure in the side face, next to the QR code.

Through our authorized dealers/distributors mentioned on our site <a href="http://www.mangozd.com/lb-dealers">http://www.mangozd.com/lb-dealers</a>
Online store at <a href="http://store.lightbharat.com/">http://store.lightbharat.com/</a>
Offline store at LightBharat Store address @Madinaguda, Hyderabad
<a href="mailto:sales@lightbharat.com">sales@lightbharat.com</a>

Watch the tutorials and videos on **LightBharat** youtube channel.

**Warranty period** The warranty period in India for the product **Light Bharat LB1** is 24 months.

**Thank you for valuable support!**

Swamy  
M/s Mangoz Devices Private Limited  
[swamy@mangozd.com](mailto:swamy@mangozd.com)

#### Customer Support:

support@lightbharat.com:	24x7
+91-40-42223020:	9am-6pm (Mon-Sat)
<a href="http://www.mangozd.com/lightbharat">http://www.mangozd.com/lightbharat</a>	

#### Installation Support: (24x7)

+91-40-42223020	sites@lightbharat.com
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#### Ordering information: