

Client Care Plus

Extended Maintenance Contract

Radiance Energy is an industry-leading full service provider of high quality LED lighting solutions

Our Client Care Plus program puts our clients' minds at ease through an extended maintenance contract on both product and labour. Offered to all clients who have contracted Radiance Energy to complete an LED install, the Client Care Plus membership will additionally cover any labour costs regarding maintenance for an extended 7 years.

Members of the Client Care Plus service avoid the high costs of ongoing labour fees and receive a worry-free, no hassle installation experience. As part of this labour warranted service, our client will also receive an annual inspection of the completed works.

Unlike non-members of the service who will receive a set period of labour coverage in their original contract, Client Care Plus members can avail of;

- All labour costs to remove, repair, replace or service any hardware products that are within the manufactures warranty period.
- All labour costs for adjusting or calibrating the system.
- All labour costs for an every twelve month system diagnostic check and report provided to the client.
- Shipping costs and administration of the replacement of any faulty warranted products.

*The above outlined Client Care warranty covers any maintenance required from product-related breakdown. Non-product related damage such as vandalism, water damage, and/or abnormal power surges needs to be covered under the Client's business insurance policy.