

Thorlux Warranty



A genuine warranty with genuine value

The Thorlux range of luminaires is designed, manufactured and distributed by Thorlux Lighting, a division of the FW Thorpe Plc group. FW Thorpe is listed on the London Stock Exchange. See the corporate website at www.fwthorpe.co.uk

Thorlux luminaires have been manufactured continuously in the UK since 1936, the year Frederick William Thorpe founded the company.

In 2019-20, the revenue of FW Thorpe Plc was £113m, of which £69m was generated by Thorlux Lighting luminaires and control systems.

The Thorlux product warranty offered to customers covers a period of 5 years, with no get-out clauses concerning the number of burning hours or maintenance requirements, and no convoluted registration process.



This warranty is enhanced by the following key factors:

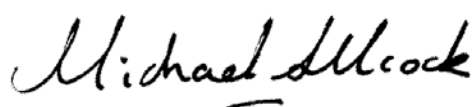
- FW Thorpe has a robust balance sheet, with net assets in excess of £120m (2020)
- More than £40m in cash reserves provide the ability for Thorlux to support any future warranty liabilities
- FW Thorpe has a stable ownership structure, with over 60% of the business owned by founding family members and management
- Investment in product research and development is continual - £1.7m invested per annum
- Thorlux product failure rates are consistently below 0.1%, with over 2,000 luminaires individually tested and shipped every day
- Critical components are supplied by market-leading global suppliers
- A dedicated team of our own employed local service engineers respond to any customer issues quickly and effectively, not only in the UK but overseas too
- Products are manufactured in the UK therefore spares are readily available

As Thorlux is a listed company, stringent conditions require it to be fully audited by a third party. In recent years this has been PricewaterhouseCoopers LLP (PwC), one of the top four audit and advisory firms globally. Auditors of listed companies follow rigorous international guidelines, ensuring that the financial details such companies publish (such as those on page 1) are accurate and can be relied upon.

Thorlux must prove that it will be able to pay any claims made according to its warranty conditions during the warranty period. Provision is made in each year's accounts, effectively putting aside profit from current orders for use in the future if required.

This is a key aspect of being a listed company that other smaller businesses are not required, and maybe not capable, of doing. Thorlux customers should be reassured that a Thorlux warranty means something: at Thorlux, we are capable of meeting our obligations.

Some other companies offer long warranties but do not have the financial assets to withstand a sizeable warranty claim. Thorlux encourages customers to consider this scenario when purchasing other companies' products with extended warranty offers.



Michael Allcock
Managing Director

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Please refer to www.thorlux.co.uk/terms for full details of our terms and conditions of sale.

www.thorlux.com

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Thorlux
Lighting