



### **LED Fixture 5 Year Limited Warranty**

LumenPros, Inc. warrants the following products: RSR, SafeLUM Explosion Proof Vapor Proof, UFO High Bays, T8 Led Tubes, products to be free from defects in material, workmanship, and title and to operate from the date of invoice (or date of manufacture if invoice is not known or available) as provided in the Terms and Conditions set forth below. If the product is determined to have failed during the warranty period, LumenPros will, in its sole discretion, repair the product or defective part, replace with the same or a functionally equivalent product or part, refund or credit the purchaser. Any refunds or credits issues to the purchaser will be on a prorated basis according to the following calculation:

LumenPros offers full 3 year warranty after 3rd year you will use the calculation below.

$$\frac{\text{Original Invoice Price (\$)} \times \text{Remaining Warranty Period (months)}}{\text{Divided by Warranty Period (months)}}$$

If LumenPros chooses to replace the product and is not able to do so because the product has been discontinued, has been modified, or is otherwise not available, LumenPros may, in its sole discretion, replace the product with a comparable product that is functionally equivalent to the product to be replaced. This limited warranty only applies when LumenPros products are operated as specified; have been correctly wired and installed; are operated within the electrical values publicized on all the label; used in lighting equipment designed and approved for the application and in environmental conditions (temperature, humidity, air movement, and free of substances that may react corrosively with the product or parts of the product) within the normal specified operating range of the product. For purposes of clarity, the cost of the removal or installing a repaired or replaced product or part, including but not limited to the labor costs or expenses, shall be sole liability of the purchaser.

### **Terms and Conditions**

This limited warranty is for (5) years from the date of invoice (or date of manufacture if proof of purchase is not available), with all components to be ordered, assembled, and shipped from a LumenPros location. This only applies to LumenPros components; for non-LumenPros components, the supplier or manufacturer must be contacted for warranty claims. Any repair, alteration or modification of the product, including replacement of product components with

components of other manufacturers will void the warranty in its entirety. LumenPros reserves the right to request the return of all allegedly defective products or components for testing and verification.

For product with discrete chip technology (individual LED chips), LumenPros warranty that no more than 10% of the discrete LEDs will fail within the stated warranty period.

This warranty does not apply to damage or failures caused by acts of God, as a result of any abuse, misuse, vandalism, fire corrosive environment, power surges, excessive switching cycles, improper maintenance, abnormal use, tampering, unlawful acts by third parties, or use in violation of any applicable standard, code, or instructions for use in installations including those contained in the national Electrical Code (NEC), the Standards for Safety or Underwriters Laboratory, Inc. (UL), Standards for the American National Standards Institute (ANSI) or Canada, the Canadian Standards Association (CSA). LumenPros, reserves the right to inspect all allegedly defective products and/or components to determine the cause of the failure and patterns or usage. The date of purchase and product installations date must be verified to validate the elapsed operating hours if warranty claim is sought.

#### **Warranty Activation/Services Claims**

To obtain coverage under this warranty, customer must complete and deliver to LumenPros a "Warranty Form" form within 30 days of project installation. An acknowledgement will be sent for each registration with reference number for future correspondence. Service claims are initiated by contacting Customer Care at 320-244-0111.

#### **Return of Defective Products**

After contacting LumenPros, if it is determined to be necessary, a Return Material Authorization (RMA) number will be issued, and the purchaser shall promptly return product to LumenPros at the purchaser's expense. The RMA number must be present on the packing slip and on the outside of the shipment packaging of the returned material. Product must be returned within 30 days of receiving the RMA number. Failure to follow this procedure voids this warranty.

**THE FOREGOING SHALL CONSTITUTE THE EXCLUSIVE REMEDY OF THE PURCHASER AND THE SOLE LIABILITY OF LUMENPROS FOR ANY CLAIMS WHETHER IN CONTRACT, TORT, OR OTHERWISE ARISING FROM THE FAILURE OF THE PRODUCT AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IS MADE OR IS TO BE IMPLIED.** In no event shall LumenPros be liable for any other costs or damages, including installation, lost profits, delays, and incidental, special or consequential damages. LumenPros

reserves the right to examine all failed luminaires, luminaire components, lamps, drivers, and/or ballasts and the right to determine, in its sole discretion, whether any LEDs, lamps, drivers, and/or ballasts are defective and covered under this warranty.