

# LED Lighting Warranty Information

## LED RETROFITS LIMITED WARRANTY


ETI SSL warrants each LED Retrofit listed below to be free from defects in materials and workmanship, and to operate from the date of manufacture for the time periods specified below, subject to these Terms and Conditions.

If an LED Retrofit fails to operate for the specified warranty period, ETI SSL will, at its option, replace or repair the product at no charge or grant Purchaser a credit for a future LED Retrofit purchase. Unit credit is calculated as follows:

- $\text{Purchase Price (\$)} \times \text{Unexpired warranty period (months)} / \text{Warranty period (months)}$

The customer is solely responsible for labor costs of removal or installation of LED Retrofits.

## LED RETROFITS Warranty Period

**LED  Family:** Lifetime of the original purchaser under normal operating conditions in accordance with package and bulb directions

**A Lamp, Deco, & Globe LED Family:** 3 years or 36 months

**BR LED Family:** 5 years or 60 months

**Downlight LED Family:** 5 years or 60 months

**Flushmount LED Family:** 5 years or 60 months

**LED Desk Lamp Family:** 3 years or 36 months

**MR16 LED Family:** 3 years or 36 months

**PAR/Reflector LED Family:** 3 years or 36 months

**LED Tubes & Driver Family:** 5 years or 60 months

## TERMS AND CONDITIONS

ETi SSL guarantees that this bulb will be free from defects in material and workmanship and will operate over the rated life of the bulb. If this bulb does not conform to the guarantee, ETi SSL will send you a replacement bulb. This guarantee does not cover bulbs subject to accident, neglect, abuse, misuse, or acts of God. A replacement is the sole remedy available, whether in contract, in tort or otherwise arising from the failure of bulb and is in lieu of all other guarantees or warranties express or implied, including any warranty of merchantability or fitness for a particular purpose. Liability for incidental or consequential damages is hereby expressly excluded. ETi SSL total liability to Customer for any claim hereunder shall not exceed the total amount actually paid by Customer in connection with the product giving rise to a claim from Customer.

This warranty only applies when LED Retrofits are properly installed and used in accordance with published specifications. LED Retrofits must be used in lighting equipment designed and approved for the application and in environmental conditions (temperature, humidity) within the normal specified operating range. This warranty does not apply to any abnormal use of LED Retrofits or use in violation of any applicable standard, code or instructions for use in installations including those contained in the latest National Electrical Code (NEC), the Standards for Safety of Underwriters Laboratory, Inc. (UL), Standards for the American National Standards Institute (ANSI) or, in Canada, the Canadian Standards Association (CSA). This warranty will not apply in the event of conditions demonstrating abnormal use or stress, including under/over voltage/current conditions, excessive switching cycles or operating hours or outside the following recommended operating conditions:

- Warranty period is based on typical (i) 8760 hr. /yr. operation on a continuous burning cycle of 24 hours per day or (ii) 4,380 hr. /yr. operation on a continuous burning cycle of 12 hours per day.
- Ambient operating temperature for LED Retrofits: -20C to +40C
- Operate at rated AC Voltage or AC Current
- Dimming applicable to instructions on packaging or lamp markings.
- For industrial/commercial customers and applications only.

## WARRANTY ACTIVATION / SERVICE CLAIMS

Warranty claims can be serviced by calling ETI SSL's National Customer Service & Sales Center:

1-855-384-7754 (ETI-SSL)

Fax: 216-468-0348

**Email: [warranty.service@etiled.us](mailto:warranty.service@etiled.us)**

If you are unsure whether a situation exists that is covered by this warranty, please contact ETI SSL's National Customer Service & Sales Center for assistance.

## RETURN OF DEFECTIVE PRODUCT

After obtaining a return goods authorization number (RGA), LED Retrofits should be shipped freight pre-paid to the address provided with your RGA. Proof of purchase will be required. Failure to follow this procedure shall void this warranty.

ETI SSL reserves the right to (i) examine all failed LED Retrofits to determine the cause of failure and patterns of usage and (ii) be the sole judge as to whether an LED Retrofit is defective and covered under this warranty.

## LIMITATION OF LIABILITY

THE FOREGOING SHALL CONSTITUTE THE EXCLUSIVE REMEDY OF THE PURCHASER AND THE SOLE LIABILITY OF ETI SSL FOR LED RETROFITS. NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IS MADE OR IMPLIED. IN NO EVENT SHALL ETI SSL BE LIABLE FOR ANY OTHER COSTS OR DAMAGES, INCLUDING LOST PROFITS OR REVENUES, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES.