

# Consumer Warranty



COOPER LIGHTING SOLUTIONS (“CLS”) WARRANTS THAT FROM THE DATE OF PURCHASE THROUGH THE PERIOD SET FORTH IN “ATTACHMENT A” BELOW THE PRODUCT WILL BE FREE FROM DEFECTS IN MATERIALS AND WORKMANSHIP (the “Limited Warranty”).

If the product does not conform to this Limited Warranty, CLS will send you, at its election, a replacement product that will perform as the originally ordered product upon receipt of the returned device, register receipt, and proof of purchase. CLS’s RESPONSIBILITY FOR DEFECTIVE PRODUCT IS LIMITED TO REPLACEMENT, AND IS YOUR SOLE REMEDY. The warranty period is not extended if the product is replaced.

To obtain warranty service, please contact CLS Customer Service at:

- 1-800-334-6871, press option 2 or
- E-mail [consumerproducts@cooperlighting.com](mailto:consumerproducts@cooperlighting.com) and include the following information:
  - Name, Address and Phone Number
  - Date and Place of Purchase
  - Catalog Number and Quantity Purchased
  - Detailed Description of the Problem

This Limited Warranty is extended only to the original purchaser of the product. It does not extend to any subsequent owner or other transferee or user of the product.

This Limited Warranty applies to the products / brands / terms noted in Attachment A only. All other products are warranted through the standard terms and conditions of Cooper Lighting Solutions that can be found at [cooperlighting.com/legal](http://cooperlighting.com/legal).

This Limited Warranty does not apply to any software (including any mobile applications), even if packaged or sold with any product. Signify does not warrant that use of any software or mobile application will be uninterrupted or error-free. This Limited Warranty is subject to, any may be superseded by, any applicable End of Support policy to the extent CLS decides to terminate support for such product. To the extent applicable, End of Support policies are available at [cooperlighting.com/legal](http://cooperlighting.com/legal).

This Limited Warranty does not cover any damage or defect due to (a) neglect, or improper storage, installation or use, (b) failure to follow the product instructions, (c) modifications or unauthorized repairs, (e) normal wear and tear, (h) shipping, or (i) external causes such as accidents abuse, or other acts beyond our reasonable control. Damage to the product caused by replacement bulbs or corrosion or discoloration of brass components are not covered by this Limited Warranty. This Limited Warranty does not apply to products not manufactured by Cooper Lighting Solutions which have been supplied, installed, and/or used in conjunction with Cooper Lighting Solutions products.

EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTIES ARE LIMITED IN DURATION TO THE DURATION OF THIS LIMITED WARRANTY. LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES IS HEREBY EXPRESSLY EXCLUDED.

Some states and provinces do not allow exclusion of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This limited warranty gives you specific legal rights and you may also have other rights, which vary from state to state.

## Attachment A

Lighting Solutions	LED	Non-LED	Exceptions	Warranty Addendum
HALO HOUSINGS / TRIMS / OTHER (LB1)	5 Years	1 Year	3 Years ( <i>Energy Star</i> )	1, 4, 7, 12
HALO TRACK (LC1)	5 Years	1 Year		1, 7, 12
HALO RETROFITS (LF1)	5 Years	1 Year		1, 7, 12
HALO SURFACE MOUNT (LF2)	5 Years	1 Year		1, 7, 12
HALO DIRECT MOUNT (LF3)	5 Years	1 Year		1, 7, 12
HALO OUTDOOR (LP4)	5 Years	1 Year		1, 7, 12
HALO HOME RECESSED (LU2)	5 Years	1 Year	2 Years ( <i>HALO Home Smart Bulbs</i> ), 3 Years ( <i>HALO Home QuickLink Low Voltage</i> )	1, 7, 12
METALUX RECESSED (LT1)	5 Years	1 Year		1, 7, 12
METALUX PARTS (LT2)	5 Years	1 Year		1, 7, 12
METALUX SURFACE-SUSPENDED (LT3)	5 Years	1 Year		1, 7, 12
METALUX SPECIFICATION (LT4)	5 Years	1 Year		1, 7, 12
METALUX INDUSTRIAL (LU1)	5 Years	1 Year		1, 7, 12
METALUX RESIDENTIAL (LX1)	5 Years	1 Year		1, 7, 12
UTILITY & SECURITY (LR2)	1 Year	1 Year		1, 12

1 Ungrounded or Improperly grounded systems not in compliance with current NEC code are excluded from Cooper Lighting Solutions warranty of LED products.

4 HALO, HALO Commercial CFL recessed lighting products, Portfolio and All-Pro CFL recessed lighting products – as registered in the ENERGY STAR “Qualified Products List”; the limited warranty set forth shall have a period of 3 (three) years from the date of shipment of the products.

7 Subject to all the limitations set forth in Cooper Lighting’s Domestic USA General Terms and Conditions of Sale, LED products in the following brands - Halo Recessed, Halo Track, Halo Commercial Recessed, IRIS, Metalux Commercial, Metalux Specification, Metalux Industrial, Metalux All-Pro, Fail-Safe, Corelite, and RSA products, the limited warranty set forth shall be a period of 5 years from the date of shipment of products. Specifically, the light engine comprised of LEDs and driver or drivers. All other mechanical components and hardware are covered for 1 year.

12 Certain fixtures use non-acrylic materials in light guides or lenses that may naturally shift color or yellow over time, such as polystyrene. The warranty applicable to these fixtures does not cover against yellowing or color shifting in light guides or lenses using these materials and Cooper Lighting disclaims all warranties, express and implied, with respect to yellowing or color shifting of such light guides and lenses.



Revised - August 1, 2022

Lighting Solutions	Standard Limited Warranty	Warranty Addendum	Minimum Freight	Correspondence Addresses (Orders / Quotes / Warranty)	Remit to Address	
L1A - WAVELINX / WAVELINX LITE	1 Year (Software) 5 Year (Greengate Sensors, Greengate Room Controller, iLumin, Lumawatt Pro) 10 Year (Relay Cards)	1, 2	\$3,000	Cooper Lighting LLC 1121 Hwy 74 South Peachtree City, GA 30269	Cooper Lighting llc 28362 Network Place Chicago, IL 60673-1283 JPMorgan Chase NA New York, NY AC# 700611044 ABA# 021000021 SWIFT Code CHASUS33	
L1A - GREENGATE PANELS		1, 2				
L1B - GREENGATE SENSORS		1, 2				
L1C - OEM CONTROLS		1, 2				
L1D - ARCHITECTURAL CONTROLS		1, 2				
L1E - ZERO88		1, 2				
L1F - COOPER CONTROLS		1, 2				
L1G - FIFTH LIGHT		1, 2				
L1H - ILIGHT		1, 2				
L1J - ALC		1, 2				
L1K - LUMAWATT PRO		1, 2				
LB1 - HALO HOUSINGS / TRIMS / OTHER		1 Year, 3 Years (Energy Star), 5 Year (LED)				1, 4, 7, 12
LC1 - HALO TRACK		1 Year, 5 Year (LED)				1, 7, 12
LD1 - SURELITES	5 Year (Fixtures) 7 Year Pro-rata (NiCad battery)	1, 6, 12				
LD2 - ALL-PRO EMER	5 Year (Fixtures) 7 Year Pro-rata (NiCad battery)	1, 6, 12				
LE2 - PORTFOLIO	1 Year, 3 Years (Energy Star), 5 Year (LED)	1, 4, 7, 12				
LF1 - HALO RETROFITS	1 Year, 5 Year (LED)	1, 7, 12				
LF2 - HALO SURFACE MOUNT	1 Year, 5 Year (LED)	1, 7, 12				
LF3 - HALO DIRECT MOUNT	1 Year, 5 Year (LED)	1, 7, 12				
LG1 - HALO COMMERCIAL	1 Year, 3 Years (Energy Star), 5 Year (LED)	1, 4, 7, 12				
LJ1 - FAILSAFE	1 Year, 3 Year (F6MRI / Circadian), 5 Year (LED)	1, 7, 9, 12				
LK1 - MCGRAW-EDISON	1 Year, 5 Year (LED)	1, 5, 12				
LK2 - INVUE	1 Year, 5 Year (LED)	1, 5, 12				
LM1 - COOPER POLES	1 Year	1, 5, 11				
LN1 - STREETWORKS	1 Year, 5 Year (LED)	1, 5, 12				
LO1 - LUMARK OUTDOOR	1 Year, 5 Year (LED)	1, 5, 12				
LP1 - LUMARK AP	1 Year, 5 Year (LED)	1, 12				
LP3 - ACCESSORIES	1 Year, 5 Year (LED)	1, 5, 12				
LP4 - HALO OUTDOOR	1 Year, 5 Year (LED)	1, 7, 12				
LR1 - IRIS	1 Year, 5 Year (LED and Toroidal Transformers)	1, 4, 7, 12				
LR2 - UTILITY & SECURITY	1 Year	1, 12				
LS1 - FLEXILUME	1 Year	1, 12				
LT1 - METALUX RECESSED	1 Year, 5 Year (LED)	1, 7, 12				
LT2 - METALUX PARTS	1 Year, 5 Year (LED)	1, 7, 12				
LT3 - METALUX SURFACE-SUSPENDED	2 Year, 5 Year (LED)	1, 7, 12				
LT4 - METALUX SPECIFICATION	1 Year, 5 Year (LED)	1, 7, 12				
LU1 - METALUX INDUSTRIAL	1 Year, 5 Year (LED)	1, 7, 12				
LU2 - HALO HOME RECESSED	1 Year, 5 Year (LED)	1, 7, 12				
LV1 - MWS	1 Year	1				
LW1 - STREETLIGHTING	1 Year, 5 Year (LED)	1, 5				
LX1 - METALUX RESIDENTIAL	1 Year, 5 Year (LED)	1, 7, 12				
LY1 - SURELITES POWER SOLUTIONS	5 Year (Fixtures) 7 Year Pro-rata (NiCad battery)	1, 6, 12				
LY2 - ATLITE EMER / EXIT	5 Year (Fixtures) 7 Year Pro-rata (NiCad battery)	1, 6, 12				
LZ1 - LUMIERE	1 Year, 5 Year (LED)	1				
LZ2 - SPECIALTY LED	1 Year, 5 Year (LED)	1, 7, 12				
LS2 - SHAPER	1 Year, 5 Year (LED)	1, 7, 12	\$3,000	Cooper Lighting Solutions 18001 E Colfax Ave. Aurora, CO 80011		
LC2 - RSA	1 Year, 5 Year (LED)	1, 7, 12	\$3,000			
LN2 - NEORAY	1 Year, 5 Year (LED)	1, 7, 12	\$5,000			
LN3 - CORELITE	1 Year, 5 Year (LED)	1, 7, 12	\$5,000			
LN4 - AMETRIX	1 Year, 5 Year (LED)	1, 7, 12	\$3,000			
LN5 - IO	5 Year (Linear LED, Luxrail - Fixtures Only), 10 Year (Koi - Wood Warranty)	1, 3, 12	\$3,000			
LP2 - Ephesus	10 Year	10	\$5,000	Cooper Lighting Solutions 125 E Jefferson St Syracuse, NY 13202		



1 Ungrounded or Improperly grounded systems not in compliance with current NEC code are excluded from Cooper Lighting Solutions warranty of LED products.

2 1 Yr (Greengate, iLumin and Fifth Light Software), 5 Yr (Occupancy Sensors, Room Controller and iLumin), 10 Yr (relay cards), All other products (3 years)

3 5 Yr (Linear Products, Luxrail - fixtures only), 10 Yr (Koi - wood warranty)

4 HALO, HALO Commercial CFL recessed lighting products, Portfolio and All-Pro CFL recessed lighting products – as registered in the ENERGY STAR “Qualified Products List”; the limited warranty set forth shall have a period of 3 (three) years from the date of shipment of the products.

5 Subject to all of the limitations set forth in Cooper Lighting’s Domestic USA General Terms and Conditions of Sale, for Cooper Lighting Outdoor Light Emitting Diode (LED) luminaires only, Cooper Lighting warrants to the original purchaser that the factory-installed electrical system will be free from defects in material and workmanship for 5 years from the date of shipment of the products. If 10% of the individual LEDs (light sources) should fail within 5 years of shipment Cooper Lighting will, at its sole option, ship a repaired or replacement fixture EXW (Incoterms 2000) Cooper Lighting’s factory. The warranty does not cover failures due to abnormal site conditions. These abnormal conditions include, but are not limited to, under/over voltage, under/over current, excessive switching and excessive ambient temperatures. Subject to all of the limitations set forth in Cooper Lighting’s Domestic USA General Terms and Conditions of Sale, Outdoor Light Emitting Diode (LED) luminaires only, Cooper Lighting Solutions warrants to the original purchaser finish for a period of 5 years from date of shipment. Cooper Lighting will, at its sole option, repair or replace the defective finish if it exhibits cracking, peeling, excessive fading or corrosion defects during the warranty period. During the warranty period some fading, staining or chalking may occur. This is normal aging for the finish used, is not a manufacturing defect, and is not covered by our warranty. Subject to all limitations set forth in Cooper Lighting’s Domestic USA General Terms and Conditions of Sale, for Cooper Lighting Poles and Lighting Standards, only, this warranty specifically excludes pole failure resulting from a third party act on omission, misuse, unanticipated use, fatigue, failure, or similar phenomena resulting from induced vibration, harmonic oscillation, or resonance from air current movement around the product. This warranty specifically excludes poles installed without the luminaires or with unapproved devices such as banners, pennants, cameras, or signs for which the pole was not designed. Use of such accessories may result in injury death or property damage. This warranty specifically excludes poles using pre-existing anchor bolts, or bolt adaptors not supplied by Cooper Lighting. It also excludes issues related to foundation or said conditions at the installation site. Subject to all limitations set forth in Cooper Lighting’s Domestic USA General Terms and Conditions of Sale, for Cooper Lighting High Intensity Discharge luminaires only, supplied with a core & coil electrical system manufactured by Cooper Lighting, Cooper Lighting warrants that the factory-installed electrical system, consisting of an Cooper Lighting core & coil ballast, igniter (if applicable), capacitor, socket and wiring, will be free from defects in material and workmanship for 5 years from the date of shipment of products. Finishes, housings, lenses and any other component not specifically mentioned in the preceding sentence are not included in the 5-year limited warranty. If a covered component in a covered Cooper Lighting fixture fails to meet this warranty, Cooper Lighting will, at its sole option, ship a repaired or replacement component EXW (Incoterms 2000) Cooper’s factory.

6 Subject to all limitations set forth in Cooper Lighting’s Domestic USA General Terms and Conditions of Sale, for SURE-LITES lead-acid battery products, the limited warranty set forth shall have a period of 5 years pro-rata from the date of shipment of products. Subject to all of the limitations set forth in Cooper Lighting’s Terms and Conditions of Sale, for SURE-LITES nickel-cadmium battery products, the limited warranty set forth shall have a period of 7 years pro-rata from the date of shipment of products.

7 Subject to all the limitations set forth in Cooper Lighting’s Domestic USA General Terms and Conditions of Sale, LED products in the following brands - Halo Recessed, Halo Track, Halo Commercial Recessed, IRIS, Metalux Commercial, Metalux Specification, Metalux Industrial, Metalux All-Pro, Fail-Safe, Corelite, and RSA products, the limited warranty set forth shall be a period of 5 years from the date of shipment of products. Specifically the light engine comprised of LEDs and driver or drivers. All other mechanical components and hardware are covered for 1 year.

8 Subject to all the limitations set forth in Cooper Lighting’s Domestic USA General Terms and Conditions of Sale, All-Pro LED products, the limited warranty set forth shall have a period of 3 (three) years from the date of shipment of products.

9 Subject to all the limitations set forth in Cooper Lighting’s Domestic USA General Terms and Conditions of Sale, Failsafe F6MRI (LED Housings, LED Modules and LED Trims) and Failsafe Circadian LED, the limited warranty set forth shall have a period of 3 (three) years from the date of shipment of products.

10 Subject to all the limitations set forth in Cooper Lighting’s Domestic USA General Terms and Conditions of Sale, and Ephesus Fixture Limited Warranty.

11 Subject to all the limitations set forth in Cooper Lighting’s Domestic USA General Terms and Conditions of Sale, and Pole Limited Warranty.

12 Certain fixtures use non-acrylic materials in light guides or lenses that may naturally shift color or yellow over time, such as polystyrene. The warranty applicable to these fixtures does not cover against yellowing or color shifting in light guides or lenses using these materials and Cooper Lighting disclaims all warranties, express and implied, with respect to yellowing or color shifting of such light guides and lenses.

## Pole Limited Warranty (“Warranty or “Contract”)

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### I. What the Warranty Covers

Cooper Lighting, LLC (“Cooper”) warrants to the end user of the original installation location (“You” or “User”) that new poles purchased from Cooper or an authorized distributor (“Products”) shall, **for a period of 1 year from the date of original shipment (the “Warranty Period”), be free from defects in material and workmanship.** During the Warranty Period, Cooper’s sole obligation, and User’s sole remedy, shall be to repair or replace Products found to be defective as defined herein. Cooper shall not be bound by any terms, conditions, or representations, which are not stated herein including, but not limited to, any statements made by distributors or re-sellers.

### II. What Voids or is Not Covered Under the Warranty

This Warranty is void, and Cooper shall have no liability hereunder, with respect to a Product that: (a) is installed or used in a manner that is not in accordance with the applicable specifications, codes, standards, and instructions, including installation with attachments other than luminaires except attachments previously authorized by Cooper, or installation in unsuitable locations, such as locations with deleterious vibration, harmonic oscillation, or resonance conditions from air current; (b) has, without the prior written consent of Cooper, been modified, tampered, or disassembled (including, without limitation, alteration or removal of serial numbers or factory supplied stickers or labels); or (c) contains or uses unauthorized components, parts, accessories, or other materials, including, without limitation, pre-existing anchorages, or anchor bolts, bolt adapters, or nuts.

This Warranty does not cover:

- a) cosmetic defects;
- b) damage, defects, or failure caused by:
  - i. acts of God;
  - ii. accident, misuse, misapplication, abuse, negligence, or modification of any part of the Product;
  - iii. improper storage, installation, repair, operation, inspection or maintenance;
  - iv. vibration, harmonic oscillation, or resonance from air current;
  - v. unsuitable soil conditions at the installation site;
  - vi. the use of unauthorized components, parts, accessories, or other materials or by equipment or products manufactured by someone other than Cooper;
  - vii. wrong or inadequate electrical current or connection; or
  - viii. transit.
- c) Other equipment or products manufactured by someone other than Cooper;
- d) Labor or contractor costs associated with removing or replacing Products.

### III. Warranty Claims

Cooper shall have no liability for any claim made under the Warranty unless User maintains and produces to Cooper upon request sufficient records (as determined by Cooper) of the operating, maintenance, and testing history of the Products.

### IV. Replacement of or Repair to Product

Cooper, in its discretion, may use comparable product of equal or greater value to replace a Product that meets the conditions of this Warranty. Furthermore, in performing repairs to a Product that meets the conditions of this Warranty, Cooper reserves the right to utilize new, reconditioned, refurbished, repaired or remanufactured products or parts. Repaired or replaced Products are warranted for the remainder of the original Warranty Period. Cooper reserves the right to examine all returned Products, their specific installation location, and patterns of usage to determine the cause of failure.

### V. Limitation of Warranty

**THE FOREGOING WARRANTIES ARE EXCLUSIVE EXCEPT FOR WARRANTY OF TITLE. COOPER DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. CORRECTION OF NON-CONFORMITIES IN THE MANNER AND FOR THE PERIOD OF TIME PROVIDED ABOVE SHALL CONSTITUTE COOPER’S SOLE LIABILITY AND USER’S EXCLUSIVE REMEDY FOR FAILURE OF COOPER TO MEET ITS WARRANTY OBLIGATIONS, WHETHER CLAIMS OF THE USER ARE BASED IN CONTRACT, IN TORT (INCLUDING NEGLIGENCE OR STRICT LIABILITY) OR OTHERWISE.**

### VI. Limitation of Liability

**THE REMEDIES OF THE USER SET FORTH IN THIS WARRANTY ARE EXCLUSIVE AND ARE USER’S SOLE REMEDIES FOR ANY FAILURE OF COOPER TO COMPLY WITH ITS OBLIGATIONS HEREUNDER. NOTWITHSTANDING ANY PROVISION TO THE CONTRARY, IN NO EVENT SHALL COOPER BE LIABLE IN CONTRACT (INCLUDING WARRANTY), IN TORT (INCLUDING NEGLIGENCE OR STRICT LIABILITY) OR OTHERWISE FOR DAMAGE TO PROPERTY OR EQUIPMENT OTHER THAN PRODUCTS TO WHICH THIS WARRANTY RELATES, LOSS OF PROFITS OR REVENUE, LOSS OF USE OF PRODUCTS, COST OF CAPITAL, CLAIMS OF CUSTOMERS OF THE USER OR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES WHATSOEVER, REGARDLESS OF WHETHER SUCH POTENTIAL DAMAGES ARE FORESEEABLE OR IF USER HAS BEEN ADVISED OF SUCH DAMAGES. THE TOTAL CUMULATIVE LIABILITY OF COOPER ARISING FROM OR RELATED TO THIS CONTRACT WHETHER THE CLAIMS ARE BASED IN CONTRACT, IN TORT (INCLUDING NEGLIGENCE OR STRICT LIABILITY) OR OTHERWISE, SHALL NOT EXCEED THE PRICE OF THE PRODUCT OR SERVICES ON WHICH SUCH LIABILITY IS BASED.**

### VII. Severability

If any term or provision of this Warranty, or the application thereof to any person or circumstances shall, to any extent, be held invalid or unenforceable, the remainder of this Warranty, or the application of such terms or provision, to persons or circumstances other than those as to which it is held invalid or unenforceable, shall not be effected, and every other term and provision of this contract shall be deemed valid and enforceable to the extent permitted by law.

### VIII. Choice of Law

The Warranty shall be construed and enforced in accordance with the laws of the state of Texas and the laws of the United States applicable in that state.

### IX. Other Terms and Conditions

All other terms and conditions in Cooper’s domestic Terms and Conditions shall apply.



**Date:** June 22, 2011

**From:** Cooper Lighting Solutions

**Subject:** Five (5) Year Limited Extended Warranty – HID

Cooper HID

Addendum to Standard Terms and Conditions of Sale:

Subject to all of the limitations set forth in Cooper Lighting's Terms and Conditions of Sale, for Cooper Lighting High Intensity Discharge luminaires only, supplied with a core & coil electrical system manufactured by Cooper Lighting, Cooper Lighting warrants that the factory-installed electrical system, consisting of a Cooper Lighting core & coil ballast, igniter (if applicable), capacitor, socket and wiring, will be free from defects in material and workmanship for 5 years from the date of shipment of products. Finishes, housings, lenses and any other component not specifically mentioned in the preceding sentence are not included in the 5-year limited warranty. If a covered component in a covered Cooper Lighting fixture fails to meet this warranty, Cooper Lighting will, at its sole option, ship a repaired or replacement component EXW (Incoterms 2000) Cooper's factory.