

## Innoled Warranty



As a globally leading luminaire manufacturer, Innoled Lighting provides a five-year guarantee for its major product range. The Innoled Warranty will only apply if the product was originally designed, manufactured, approved and/or authorized for the country where you use the product. The following table shows the warranty period for various product categories:

Main Category	Sub Category	Warranty Period
Industrial Lighting	LED High Bay	60 months
	LED Floodlight	60 months
Street and Area Lighting	LED Street Light	60 months
	LED Area Light	60 months
Explosion-proof Lighting	Mine Ex-proof Fixture	36 months
	Factory Ex-proof Fixture	36 months
LED Engine	LED Module-High Bay	60 months
	LED Module-Street Light	60 months
	LED Module-Area Light	60 months
	LED Module-Tunnel Light	60 months
Power Supply	Inventronics	60 months
	Meanwell	60 months



## Limited Warranty Policy

We warrant to the original purchaser, with proof of purchase (POP), its delivered products should be free from defects in the material and workmanship for up to 5-Year from the date of installation (or 30 days after date of shipment to the Purchaser, if installation date is not known or verifiable), subject to the Terms and Conditions set forth herein. The warranty period of explosion-proof Lighting is still 36 months and exempt from the guarantee extension.

We will repair, or at our option, replace the defective product (exterior finish, housing and heat sinks, lens, LED engine, power supply) during the standard warranty period. This warranty applies only to the repair or replacement of the product and only when the product is properly handled, installed and maintained according to our instructions.

This warranty excludes defects resulting from improper installation, acts of God, fire, vandalism or civil disturbances, power surges or improper power supply, and corrosive environment installations.

This warranty does not cover equipment, systems or components from other manufacturers that the Purchaser uses in conjunction with the Product. 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.

If any failure to meet the foregoing warranty appears within the Warranty Period, Buyer shall promptly notify Seller in writing within 30 days and make the Products available promptly for correction. Seller shall thereupon correct any defect by, at its option,

- (I) Repairing the defective Products or
- (II) Making available necessary replacement products under the same shipment terms that was used in the case of the original shipment;
- (III) Refund the price of the Products in question.

"Failure" is considered a non-operating LED. A Defect in the LED lighting arrays will be deemed to exist in a product only if either there has been greater than 30% degradation in light output over the Warranty Period; or more than 10% of the LEDs have totally failed. The foregoing warranties for each Product shall apply to defects which appear within twelve (12) months from delivery of the Product.

Innoled Lighting reserves the right to make the final decision on the validity of any guarantee claim. This warranty excludes field labor or service charges related to the repair or replacement of the product.

Innoled Lighting reserves the right to change the warranty period without prior notice and without incurring obligation and expressly disclaim all warranties not stated in this limited warranty.



In no event shall Innoled Lighting be liable to any end user or purchaser for any consequential, incidental, exemplary, punitive, or indirect damages of any kind and Innoled Lighting expressly disclaims all such damages.

The foregoing warranties are exclusive and are in lieu of all other warranties and guarantees whether written, oral, implied or statutory. NO EXPRESS OR IMPLIED STATUTORY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE SHALL APPLY.

## **PROCEDURE FOR CLAIMS**

In the event of an allegedly defective Product, Purchaser shall contact Innoled After-sale Service Center at:

Phone: (510) 573-0357

Email: [sales@innoledlighting.com](mailto:sales@innoledlighting.com)

Valid warranty claims must be made within the warranty period specified herein above, and submitted within thirty (30) calendar days of discovery of the damage or defect.

If deemed necessary by Innoled under the terms of this warranty, Purchaser will receive a letter of Return Material Authorization ("RMA"), and shall promptly return the Product or Product component at the Purchaser's expense, to the address provided on the RMA.

If upon examination of the Product, Innoled determines the root cause of failure to be due to a defect in materials or workmanship, Innoled will provide the appropriate remedy.

INNOLED RESERVES THE RIGHT TO EXAMINE ALL ALLEGEDLY FAILED PRODUCTS OR PRODUCT COMPONENTS TO VERIFY THE CAUSE OF FAILURE AND PATTERNS OF USAGE AND SHALL BE THE SOLE JUDGE AS TO WHETHER A PRODUCT OR PRODUCT COMPONENT IS DEFECTIVE AND COVERED UNDER THIS WARRANTY.