



Limited Warranty Statement

Linmore LED Labs, Inc., "Linmore", warrants to the original end user, "Purchaser", of Linmore's "Products" that such Products will be free of defects in materials and workmanship for the applicable period set forth below.

Warranty Requirements

Warranty coverages offered by Linmore are done so under the following conditions:

- Products must have been installed by a qualified person or contractor
- Products must have been installed in accordance with the Installation Instructions
- Products must be used in situations and applications suitable for the Product's design
- Products must be used in ambient temperatures within the range listed on the Product's Specification Sheet.

10 Year Warranty Coverage

Linmore, at its sole discretion, will repair or replace, or cause such repair or replacement upon verification of purchase, for a Period of 10 Years from the date of purchase for the Product Series listed below, that Products will be free of defects in materials and workmanship. Coverage includes, where applicable, the fixture, tube, enclosure, LEDs, electronics, and drivers manufactured by Linmore:

Ultra Performance LED Tubes (UP)
Universal Retrofit System (URS)
Ultra Performance High Bay (UPH)
High Bay Retrofit System (HBR)*
Vapor Tights (VTH & VTS)*
WAL Series*
High Performance Low Bay (HPL)*
Vapor Tight Low Bay (VTL)*

Troffer Door System (TDR)
Complete Troffer System (TRF)
High Performance High Bay (HPH)*
Low Bay Retrofit System (LB)
REC Series*
Avante Retrofit Kit (ARK)
Wrap 1 (WR1)
Troffer Flange Retrofit (TFR)

* LEDs are 10 Years and Driver is 5 Years

7 Year Warranty Coverage

Linmore, at its sole discretion, will repair, replace, or cause such repair or replacement, upon verification of purchase, for a Period of 7 Years from the date of purchase for the Product Series listed below, that Products will be free of defects in materials and workmanship. Coverage includes tube, LEDs, and internal electronics manufactured by Linmore:

Internal Driver LED Tubes (ID)
Rapid Link Bar (RLB)

5 Year Warranty Coverage

Linmore, at its sole discretion, will repair, replace, or cause such repair or replacement, upon verification of purchase, for a Period of 5 Years from the date of purchase for the Product Series listed below, that Products will be free of defects in materials and workmanship. Coverage includes tube, LEDs, and internal electronics manufactured by Linmore:

Ballast Compatible LED Tubes (BC) Battery Back Up (BBU)

Inclusions

"Defective" is considered if ten percent (10%) or more of the LEDs, per product, are non-operating LEDs, total lumen depreciation exceeds 30%, or color temperature has shifted more than 500° Kelvin within the warranty period. If Linmore chooses to replace the Product and is not able to do so because it has been discontinued or is not available, Linmore may replace it with a comparable product. Where defects in materials, manufacturing, or design cause the Product's failure, the Product shall be repaired or replaced at Linmore discretion. Transport related damage is also included in this policy and should be redeemable through transport contracts. In any event, the user will not dispose of the claimed defective Product until the claim has been resolved.

Exclusions

Warranty coverage may be voided if Linmore LED Labs determines, at its sole discretion, that Product failure was caused by accident, abuse, neglect, corrosion, vibration, improper installation, excessive voltage, excessive heat, Acts of God, force majeure events, insects, surges, spikes, sags, EMI, or product modification.

Surge suppressors supplied by Linmore are not a warranted item as they are designed to fail under certain conditions to protect all of the electronics in a fixture.

Warranty excludes labor and equipment needed to apply this warranty.

Linmore disclaims all other warranties, expressed or implied, including any implied warranties of merchantability, fitness for use or fitness for a particular purpose. Moreover, no other express warranty or guaranty given by any person or entity with respect to Linmore Products shall bind Linmore.

Accessory Items

Accessory items not manufactured by Linmore including, but not limited to, sensors, controls, emergency backup, and transformers are warranted in accordance with each 3rd party manufacturer's warranty.

Warranty Claim Process

Within 30 days of noticing defect, Purchaser must contact Linmore to request a Return Authorization form:

Email: warranty@linmoreled.com

Phone: 559-485-6010

Replacement products will be shipped to designated address in the RA form along with a return shipping label for failed products. Replacement products will be charged to Purchaser' account and credited if/when failed products are received by Linmore.

Effective Date: May 2017