

# 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:

360 Degree UP Tube (360)	Site Lighter Wall Pack (SLW2)*
Commercial High Bay (CH30S)*	Ultra Performance LED Tubes (UPT)
Essentials 4.0 High Bay (ES40x)*	Universal Retrofit System ECO (URS-ECO)
High Output Troffer (HT10S)	
Site Lighter Area Light (SL2)*	

\* These models have a Performance Guarantee to Maintain >70% of Original Lumens during the Warranty Period

## 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 LEDs, and internal electronics manufactured by Linmore:

Ace Bar Kit (ABK)	Rapid Link Bar (RLB)
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## 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 LEDs and drivers:

Ace LED Area Light (AA10S)	Ace LED Strip (AS20S)
Ace LED Canopy (AC20S)	Ace LED Troffer (AT20S)
Ace LED Door Kit (AD20S)	Ace LED Troffer w/ Lutron Technology (AT20L)
Ace LED Door Kit w/ Lutron Technology (AD20L)	Ace LED Wall Pack (AW20S)
Ace LED Garage (AG10S)	Ace LED Strip Conversion Kit (SCK)
Ace LED High Bay (AH10S)	Ace LED Wet-Rated Strip (WS1)
Ace LED Panel (AP20S)	Hosedown 2.0 (HD20S)
Ace LED Wrap (AS20R)	Linear 3.0 (LR30S)
UltraLink Hardware: Sensors, Controllers/Receivers, Switches, Gateways	

## 1 Year Workmanship Warranty Coverage

Linmore, at its sole discretion, will replace, upon verification of purchase, for a Period of 1 Year from the date of purchase for the Product Series listed below, that Product will be free of defects in workmanship:

Strip Accessory Products	Exterior Brackets, Tenons, Adapters
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## Inclusions

“Defective” is considered if ten percent (10%) or more of the LEDs, per product, are non-operating LEDs, 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’s 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.

## Miscellaneous

- All warranties are void without full payment to the original invoice, including full payment of collection costs.
- Purchaser must keep adequate records of operating history, maintenance, installation, testing, and/or proof of purchase to be available for inspection by Linmore to qualify for the warranty.
- If a product is returned for repair or replacement, Purchaser must comply with the applicable return provisions. Sufficient packing materials must be used to avoid damage to the equipment being returned while in transit.
- Linmore reserves the right to repair or replace at its discretion.
- Returned products must be free of post-sale paint, markings, and other visual changes to the original appearance.
- Linmore assumes no responsibility or liability for expenses incurred for the troubleshooting, removal and/or installation of products requiring service and/or repair, nor for the handling of products returned to sender after the service has been rendered.
- Linmore does not repair or replace in the field.
- The performance of sensors and lenses is influenced by various factors beyond Linmore LED's control, including but not limited to environmental conditions, user settings, and proper maintenance. While we provide detailed specifications and guidelines to help optimize performance, we cannot guarantee or be held liable for the performance of sensors or lenses under any particular circumstance(s). Customers are advised to test the products in their specific application environments to ensure suitability for their intended use and are responsible for all sensor and lens selections.

## Accessory Items

Accessory items not manufactured by Linmore including, but not limited to, sensors, controls, emergency backup, brackets, tenons, hanging cables, 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 Warranty Claim:

Online Form: [linmoreled.com/warranty-form/](http://linmoreled.com/warranty-form/)

Email: [warranty@linmoreled.com](mailto:warranty@linmoreled.com)

Phone: 559-485-6010

Replacement products will be shipped to designated address in the Warranty Claim 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: April 21, 2025