



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.

20 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 20 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:

Universal Retrofit System (URS) Light Bars*	Troffer Door System (TDR)*
Complete Troffer System (TRF)*	Low Bay Retrofit System (LB)*
Avante Retrofit Kit (ARK)*	Wrap 1 (WR1)**
Skinny-T Troffer*	

* LEDs are 20 Years and Driver is 10 Years

14 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 14 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 High Bay (UPH)*	High Performance High Bay (HPH)*
High Bay Retrofit System (HBR)*	High Performance Low Bay (HPL)*

* LEDs are 14 Years and Driver is 10 Years

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:

Universal Retrofit System ECO (URS-ECO) Light Bars	Stainless Steel Vapor Tight (SVT)*
Ultra Performance LED Tubes (UP)	360 Degree UP Tube
Vapor Tights (VTH & VTS)*	REC Series*
WAL Series*	Vapor Tight Low Bay (VTL)*
Eliminator High Bay	Site Lighter
Ace LED Troffer Flange Door (TFD)	Site Lighter Wall Pack
Ace LED High Bay (AHB)	Ace LED Troffer Retrofit Kit (TRK)

* 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)	Ace Bar Kit (ABK)
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:

Easy Clean High Bay (ECH)	Ace Wall Pack (WP1)
Ballast Compatible LED Tubes (BC)	Battery Back Up (BBU)
Ace LED Strip Fixture (ST1)	

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
--------------------------	-------------------------------------

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: February 2019