



# LIMITED WARRANTY

## Limited Warranty for EiKO Global, LLC Products

EiKO Global, LLC ("Seller") warrants that the product sold to you shall be free of defects in material and workmanship for the period listed in the chart below from the date of original purchase order. This limited warranty is provided by the Seller to you as the original purchaser of the Product. The determination of whether the Product is defective shall be made by the Seller, in its sole discretion. A Product shall not be considered defective solely as a result of the failure of individual LEDs. A Product shall be deemed defective when at least 10% of the LEDs in the Product fail to emit light. The painted finish of the Product(s) will be considered defective in material or workmanship only if there is substantial deterioration, in the form of blistering, cracking, or peeling. The painted finish is not warranted against fading or chalking, as Product(s) may naturally fade or chalk over time due to normal aging.

### PRODUCT WARRANTY CHART

PRODUCT GROUP	WARRANTY PERIOD
<b>LED</b>	
LED Fixtures	As per product spec sheet
LED Downlights ≥ 50,000 hours	5 Years
LED Downlights 25,000 to 49,999 hours	3 Years
LED Downlights <25,000 hours	1 Year
LED Lamps ≥ 50,000 hours	5 Years
LED Lamps 25,000 to 49,999 hours	3 Years
LED Lamps <25,000 hours	1 Year
<i>Warranty period for LED Lamps and LED Downlights are based on operation of 12 hours per day, 365 days per year. Warranty applicable for LED Lamps that use an external driver only for use with Eiko branded driver from datasheet. LED Downlights and LED Lamps with Energy Star and a design life &lt;25,000 hours have a warranty period of 3 years based on lamp operation of 3 hours per day, 365 days per year.</i>	
<b>HID</b>	
High Pressure Sodium	3 Years
Quartz Metal Halide (excluding MH1500)	1 Year
<i>Warranty period based on a maximum operation of 4,000 hours per year.</i>	
<b>LINEAR FLUORESCENT</b>	
T5 Lamps	30/36 Months
<i>Warranty period based on 3hr/12hr start times on programmed start ballasts, without use of sensors, and a maximum operation of 5,110 hours per year. T5 Lamps used on programmed start ballasts with sensors (set to 15 minutes minimum on time) – 2 Years. Warranty period based on 3hr/12hr start times on programmed start ballasts and a maximum operation of 5,110 hours per year.</i>	
T8 Lamps	30/30 Months
<i>Warranty period based on 3hr/12hr start times on instant start ballasts, without use of sensors, and a maximum operation of 5,110 hours per year.</i>	
<b>COMPACT FLORESCENT NON-INTEGRATED BALLAST</b>	
PLL	2 Years
PLC	1 Year
<b>COMPACT FLORESCENT INTEGRATED BALLAST</b>	
CFLi	1 Year

*\*All incandescent and halogen lamps are sold as-is with no warranties.*





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## WARRANTY CLAIMS

To make a claim, you must contact an EiKO Global, LLC representative within 30 days of the failure. Please retain the failed product for inspection. A copy of your original receipt/invoice will be required.

If, at the determination of the Seller, the Product is deemed defective, the Seller shall, at its own discretion, may elect to satisfy the warranty through any of the following methods: refund the current replacement value, repair the existing Product or replace the Product in question. Warranty value is determined by the included "Warranty Replacement Period Calculations" chart.

In the event of refund, the Seller will refund only the current replacement value of the Product. In the event of repair, the Seller shall reserve the right to use new or refurbished parts. In the event of replacement, the Seller reserves the right to use new or refurbished parts. In the event of replacement, the Seller reserves the right to replace with non-identical Products that are of similar specifications. In the case of repair, replacement or refund, the warranty period shall continue as of the date of the original purchase.

Upon giving warranty notice, and if directed to do so, promptly return the Product - with freight prepaid by EiKO Global, LLC - to the Seller or its authorized service provider. Address warranty claims to:

**email:** returns@eiko.com  
**phone:** [direct] 1-913-667-6307  
[toll free] 1-800-852-2217 x2  
US CST - (8:00am - 4:30pm)  
**address:** 6825 Orville Ave, Building 3, Suite 401  
Kansas City, KS 66102

## WARRANTY EXCLUSIONS

This limited warranty applies only when the Product(s) are installed in applications in which ambient temperatures are within the range of specified operating temperatures and are operated within the electrical values noted for the product. Seller will not be responsible under this limited warranty for any failure or loss of the Product(s) that results from external causes such as: negligence; abuse; improper or unauthorized use, installation, handling, storage, maintenance or service, including failure to follow installation, operating, maintenance or environmental instructions prescribed by Seller or applicable national and/or local electrical codes; exposure to adverse or hazardous chemical or other substances; use of reactive cleaning agents and/or harsh chemicals to clean the Product(s); a casualty event; acts of nature; fire; vandalism; civil disturbances; animal or insect activity; power failure; improper power supply; power surges or dips, and/or excessive switching; corrosive environment installations\*; induced vibration; harmonic oscillation or resonance associated with movement of air currents around the Product(s); alteration; accident; or improper service of the Product(s) performed by someone other than Seller or its authorized service provider or any other occurrences beyond the reasonable control of the Seller.

This limited warranty excludes field labor and service charges related to the repair or replacement of the Product. Freight is prepaid by The Seller. THIS LIMITED WARRANTY IS VOID IF THE PRODUCT IS NOT USED FOR THE PURPOSE FOR WHICH IT IS DESIGNED OR IF ANY REPAIRS OR ALTERATIONS ARE MADE BY ANY PERSON NOT AUTHORIZED BY EIKO GLOBAL, LLC IN WRITING.

\*Note models indicated as "NEMA4X" are permitted in corrosive natatorium environments.

## TERMS & CONDITIONS

No distributor, salesperson, dealer, retailer or other representative has the authority to change, modify or extend this warranty in any respect, either verbally or in writing.

The Seller reserves the right to inspect the failed product to determine the cause of failure, and reserves the right to be the sole judge as to whether the product is defective and covered under warranty.

Products sold with installed modifications are final and non-returnable.

## WARRANTY REPLACEMENT PERIOD CALCULATIONS

BASED ON THE DATE OF PURCHASE				
Year 1	Year 2	Year 3	Year 4	Year 5
No charge repair or replacement				
Year 6	Year 7	Year 8	Year 9	Year 10
the lesser of; 50% of price paid as per original invoice, or 50% of equivalent value replacement	the lesser of; 40% of price paid as per original invoice, or 40% of equivalent value replacement	the lesser of; 30% of price paid as per original invoice, or 30% of equivalent value replacement	the lesser of; 20% of price paid as per original invoice, or 20% of equivalent value replacement	the lesser of; 10% of price paid as per original invoice, or 10% of equivalent value replacement

The foregoing warranty provisions are exclusive and are given and accepted in lieu of any and all other warranties. Whether expressed or implied, including without limitation any warranty against infringement and any implied warranties of merchantability or fitness for a particular purpose.

In no event shall the seller be liable for incidental, compensatory, consequential, indirect, special or other damages. Seller's aggregate liability with respect to a defective product shall in any event be limited to monies paid to seller for that defective product.

This warranty is effective for purchases of Product on or after the revised date. Seller reserves the right to modify this warranty and is subject to change without notice. Any modification of this warranty shall be effective for all orders placed with Seller on or after the revised warranty date.

