# LIMITED WARRANTY

## Limited Warranty for EiKO Global

EiKO Global products ("Product(s)") are warranted to be free of defects in material and workmanship for the period listed in the Product Warranty Chart. For 3rd party, non-EiKO Global products, refer to the manufacturer's warranty. Warranty period starts on wholesale purchase date.

EiKO Global products covered by this Limited Warranty shall be installed in accordance with the provided installation instructions as well as local and national codes and standards and utilized under normal operating conditions. This Limited Warranty is void if the product has been exposed to abnormal operating conditions; exposure to excessive temperatures; exposure to adverse or hazardous chemical or other substances; use of reactive cleaning agents and/or harsh chemicals to clean the Product; if the product is not used for the purpose for which it is designed; 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; alteration; accident; improper service of the Product performed by someone other than Seller or its authorized service provider; if any repairs or alterations are made by any person not authorized by EiKO, in writing; or any other occurrences beyond the reasonable control.
This limited warranty excludes field labor and service charges related to the repair or replacement of the Product.

The determination of whether a Product is defective shall be made by EiKO at its sole discretion. At EiKO's discretion, EiKO will replace, in part or whole, a product or issue a credit to the authorized service provider only for the cost of a Product due to defective materials or workmanship. 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 a Product have failed to emit light. The painted finish of a Product 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 warrantied against fading or chalking, as a Product may naturally fade or chalk over time due to normal aging.

If EiKO determines the Product(s) is deemed defective, then EiKO shall, at its own discretion, elect to satisfy the warranty through any of the following methods: refund the current replacement value, refund a pro-rated value, repair the existing Product(s) using new or refurbished parts or replace the Product(s) with same or non-identical Product(s) as long as the Product(s) has a similar specification and functionality. In the case of repair, replacement or refund, terms of this Limited Warranty shall not begin a new warranty period related to such replacement Product(s) or part but rather shall be limited to the original warranty period associated with the warrantied Product(s).

EiKO reserves the right to examine all Product(s)s prior to the determination of warranty status. The Product(s) must be retained for warranty claims until such time that EiKO determines the final disposition of the Product (s). Upon giving warranty notice, and if directed to do so, the Product (s) shall be returned promptly. Freight is prepaid by EiKO.

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Head Office, Canada: 7900 Goreway Dr Unit 8, Brampton, ON L6T 5W6 1.888.741.2673

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## PRODUCT WARRANTY CHART

| PRODUCT GROUP | WARRANTY PERIOD |
|---|---|
| **LED** | |
| LED Fixtures/Downlights/Lamps ≥ 50,000 hours | 5 Years |
| LED Fixtures/Downlights/Lamps 25,000 to 49,999 hours | 3 Years |
| LED Fixtures/Downlights/Lamps <25,ooo hours | 1 Year |
| *Warranty period for LED Lamps and LED Downlights are based on operation of 12 hours per day, 365 days per year.*<br>*Warranty applicable for LED Lamps that use an external driver only for use with EiKO branded driver from datasheet.*<br>*LED Downlights and LED Lamps with Energy Star and a design life <25,000 hours have a warranty period of 3 years based on lamp operation of 3 hours per day, 365 days per year.* | |
| **HID** | |
| High Pressure Sodium | 3 Years |
| Quartz Metal Halide (excluding MH1500) | 1 Year |
| *Warranty period based on a maximum operation of 4,000 hours per year.* | |
| **LINEAR FLUORESCENT** | |
| T5 Lamps | 30/36 Months |
| *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.*<br>*T5 Lamps used on programmed start ballasts with sensors (set to 15 minutes minimum on time) – 2 Years.*<br>*Warranty period based on 3hr/12hr start times on programmed start ballasts and a maximum operation of 5,110 hours per year.* | |
| T8 Lamps | 30/30 Months |
| *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.* | |
| **COMPACT FLORESCENT NON-INTEGRATED BALLAST** | |
| PLL | 2 Years |
| PLC | 1 Year |
| **COMPACT FLORESCENT INTEGRATED BALLAST** | |
| CFLi | 1 Year |
| **TRADITIONAL LAMPS** | |
| Incandescent | No Warranty |
| Halogen | No Warranty |
| **SENSORS AND CONTROLS** | |
| Standalone Sensors | 5 Years |
| Networked Lighting Controls | 5 Years |
| 3rd Party Controls | Refer to 3rd Party Warranty |
| **BATTERY BACKUPS** | |
| Battery Backup Kits | 5 Years |
| Battery Pack | 3 Years |
| *Warranty is based on battery pack being properly charged according to batty pack instructions.* | |
| **ACCESSORIES** | |
| Pole Brackets and Pole Adapters | 1 Year |
| Accessories | 1 Year |

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## WARRANTY CLAIMS

All warranty claims must be directed to an authorized service provider within 30 days of failure. The authorized service provider will work directly with their EiKO Representative and ultimately their **EiKO assigned Regional Account Specialist** to process the claim. Please retain the failed product for inspection. A copy of your original receipt/invoice will be required. If EiKO determines the Product is deemed defective, then EiKO shall, at its own discretion, elect to satisfy the warranty through any of the following methods: refund the current replacement value, refund a pro-rated value, repair the existing Product using new or refurbished parts or replace the Product with same or non-identical product as long as the product has a similar specification and functionality. In the case of repair, replacement or refund, terms of this Limited Warranty shall not begin a new warranty period related to such replacement product or part but rather shall be limited to the original warranty period associated with the warrantied product. EiKO reserves the right to examine all products prior to the determination of warranty status. All fixtures must be retained for warranty claims until such time that EiKO determines the final disposition of the product. Upon giving warranty notice, and if directed to do so, the Product shall be returned promptly. Freight is prepaid by EiKO.

## 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.

EiKO 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.

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

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 EiKO be liable for incidental, compensatory, consequential, indirect, special or other damages. EiKO's aggregate liability with respect to a defective product shall in any event be limited to monies paid to EiKO for that defective product.

This warranty is effective for purchases of Product on or after the revised date. EiKO 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 EiKO on or after the revised warranty date.

This is buyer's exclusive remedy. Any other warranty, express or implied, including any warranty of merchantability or fitness for a particular purpose, is excluded and disclaimed. EiKO shall not be liable for any special, incidental, or consequential damage including labor, loss of use, lost profits or injury to persons or property.

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