TEKTRON®
Reliable Engineering, Futuristic Design

5 YEAR Warranty

5 YEARS LIMITED WARRANTY

TEKTRON - Warranty Statement

For North American LED Products Purchased on or after April 1, 2021

TECHNO USA LLC (TEKTRON), 1580 Boggs Rd NW Suite 500, Duluth, GA 30096, warrants to the original purchaser of TEKTRON Domestic LED products manufactured and purchased on or after April 1, 2022 for which the TEKTRON Spec Sheet located on our website contains the words "5 year limited warranty" that, subject to the below terms and conditions of this warranty, when such LED products are properly installed they will comply with TEKTRON published product specifications for such products and will be free from material defects in material and workmanship for a period of five (5) years from the date of manufacture by TEKTRON, or, if lesser, 50,000 (at an average of 13.6 hours per day operation) hours of operation. The date of manufacture (the "Manufactured Date") shall be the date of manufacture placed on the product by TEKTRON prior to shipment. The LED arrays in the Product(s) will be considered defective in material or workmanship only if a total of 15% or more of the individual light emitting diodes in the Product(s) fail to illuminate.

The above express limited warranty is extended by TEKTRON only to the original or first end-user purchaser and only for the original installed location. This warranty is non-transferrable, whether by assignment or operation of law. The original purchaser must provide warranty claims to TEKTRON within the warranty period promptly upon discovery and in accordance with TEKTRON Return and Repair Procedures as outlined within this document.

If TEKTRON determines the Product is defective, TEKTRON will elect, in its sole discretion, to refund you the purchase price of the Product, repair the Product or replace the Product. This limited warranty will not apply to loss or damage to the Product caused by: negligence; abuse; misuse; mishandling; improper installation, storage or maintenance; damage due to fire or acts of God; vandalism; civil disturbances; power surges; improper power supply; electrical current fluctuations; corrosive environment installations; induced vibration; harmonic oscillation or resonance associated with movement of air currents around the Product; alteration; accident; failure to follow installation, operating, maintenance or environmental instructions prescribed by TEKTRON or applicable electrical codes; or improper service of the Product performed by someone other than Seller or its authorized service provider. This limited warranty excludes field labor and service charges related to the repair or replacement of the Product. THIS LIMITED WARRANTY IS VOID IF THE PRODUCT IS NOT USED FOR THE PURPOSE FOR WHICH IT IS DESIGNED.

TEKTRON reserves the right to utilize new, reconditioned, refurbished, repaired or remanufactured products or parts in the warranty repair or replacement process. Such products and parts will be comparable in function and performance to an original product or part, as determined by Seller in its sole discretion, and warranted for the remainder of the original warranty period.

In order to make a warranty claim, notify TEKTRON in writing within sixty (60) days after your discovery of the defect, provide proof of purchase such as the invoice and comply with Seller's other warranty requirements. Upon receiving that notice, TEKTRON may require you to promptly return the Product to Seller, or its authorized service provider, freight prepaid. Your warranty claim should be addressed to TEKTRON, 1580 Boggs Rd NW Suite 500, Duluth, GA 30096.

Conditions and Exclusions: This warranty is conditioned upon proper installation, use and maintenance. This warranty will automatically become null and void and shall not be applicable to any LED fixture which (i) has not been timely paid for, (ii) is not installed and operated in accordance with the current edition of The National Electric Code (NEC), the Standards for Safety of Underwriters' Laboratory, Inc. (UL) or with TEKTRON's instructions and guidelines, (iii) has been moved from its original installation, (iv) has been installed within an area that has exposure to sulfur or any area with high acidic compounds in use, (v) has been operated in an ambient temperature or humidity that is higher than 35 degrees Celsius, (vi) has been subjected to a lightning strike, power surge or overvoltage condition, (vii) has its LED Board subjected to static electricity due to failure to discharge same prior to connecting or disconnecting the lead from the LED board, (viii) was not installed and/or operated in accordance with TEKTRON's instructions and guidelines, (ix) has been mishandled, misused, abused, tampered with, modified or altered by anyone

other than TEKTRON. (x) has been subjected to abnormal stresses and operating conditions, or (xi) has been operated without overvoltage and lightning protection devices in place.

Limitations: Years 1 thru 5 (upto to 5th anniversary of Purchase Date): All LED Light Fixtures: Complete fixtures, or just certain non- working components as determined by TEKTRON, will need to be removed and returned to TEKTRON for evaluation in accordance with TEKTRON Return and Repair Procedures as outlined within this document. Components determined to be covered by this warranty will be repaired or replaced in accordance with this warranty document at no cost to purchaser. Purchaser will be responsible for all shipping costs and for all labor and related costs and expenses. If an LED module or Driver is determined by TEKTRON to be in breach of this warranty, TEKTRON will provide a new LED Module or a new Driver with lumen output that is equal to or higher than the Original Lumens in accordance with this warranty document at no cost to purchaser. Purchaser will be responsible for all shipping costs in accordance with TEKTRON's Return and Repair Procedures as outlined within this document.

Disclaimers & Limitations of Liability: The foregoing warranty is exclusive of all other statutory, written or oral warranties and no other warranties of any kind, statutory, by operation of law or course of performance, or otherwise, are given, herein expressed or otherwise received. EXCEPT AS EXPRESSLY PROVIDED ABOVE, TEKTRON DISCLAIMS ALL REPRESENTATIONS, WARRANTIES AND CONDITIONS OF ANY KIND, EXPRESS OR IMPLIED, REGARDING THE LED PRODUCTS AND ITS SERVICES, INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE OR PURPOSE.

Limitations of Liability: Other than the obligation to repair or replace as provided above, TEKTRON shall have no liability for any losses, expenses or damages as a result of the installation, use, inability to use, removal or replacement of any LED product. TEKTRON will not under any circumstances whether as a result of breach of contract, breach of warranty, tort, strict liability or otherwise be liable for consequential, incidental, special or exemplary damages including but not limited to, loss of profits or revenues, loss of any other goods or associated equipment or damage to any associated equipment, cost of capital, cost of substitute products, facilities or services, down time cost or claims of claimant's customers. TEKTRON's liability on any claim of any kind for any loss or damages arising out of, resulting from or concerning any LED product, any aspect of this warranty or for any products or services furnished hereunder shall not exceed the price of the fixture which gives rise to the claim.

Return and Repair Procedures: All warranty requests and or questions are to be directed to TEKTRON. If deemed necessary, the representative will issue a Returned Merchandise Authorization (RMA) number which must be included on both the packing slip of the component or fixture being returned and on the outside of the box. You must include your name and contact information, including your email address, on the packing slip so that we can contact you easily. If the fixture is a recessed or pendant fixture, a portion of the fixture or only the LED Driver (power supply unit) or possibly the LED Board (lens covered lighted section) will need to be returned, depending on the problem being experienced. Please note that for recessed fixtures and T8 Lamps, the proper ESD (electro-static discharge) procedures must be followed prior to handling the lead to the LED Fixture. Also, each component or fixture must be packaged very carefully and properly so as to prevent damages in shipment and must be shipped freight prepaid. Please obtain a proof of delivery to ensure that the material is received.

No Labor Reimbursement: All components and fixtures determined to be covered by this warranty as provided above, will be repaired or replaced at no charge to the customer, however, except as expressly provided above with respect to recessed and linear fixtures during the first year, the customer must hire and pay for an electrician to remove and reinstall such components and fixtures. No labor costs will be covered for the removal or reinstallation of any components or fixtures. The warranty does not cover modifications, repairs or replacements, or the related labor or materials costs, that may be necessary to facilities or third-party products in connection with the removal, repair, or replacement of any LED product under this warranty.

Special Notes :

1. Normal wear and tear on the fixture is not covered by this warranty. Exterior or mechanical damage that is not due to a warranty defect will not be corrected. No cosmetic repairs will be made. Exterior poles are only warranted for the first twelve months following the Purchase date.
2.The above is the only warranty made by TEKTRON with respect to TEKTRON's sales of LED products. No dealer, distributor, or any other person or entity is authorized to make any representation, warranty or promise on behalf of TEKTRON or any of its affiliates.
3. Under no circumstances shall the above warranty on any LED product exceed the lesser of five (5) years or 30,000 hours of operation.

Updated: April 2022