

	HEICO Lighting™ Customer Service Policy	Revision: 2.0
		By: EMDEGI

Warranty

HEICO Lighting™ guarantees that its products are free from defects in material and workmanship under normal operating conditions meeting the requirements in its product specifications.

- ***Warranty for neon power supplies and Octopus system***
 - **HEICO Lighting™** standard warranty conditions for neon power supplies are detailed in **Appendix B**.

- ***Warranty for Contactless LED products***
 - **HEICO Lighting™** standard warranty conditions for Contactless LED System are detailed in **Appendix C**.

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Appendix B - Customer Product Warranty for neon transformers and Octopus system

1. GENERAL LIMITED WARRANTY

HEICO Lighting™, a wholly owned subsidiary of **Emd Technologies Company**, guarantees that the products shall be free from all defects in material and workmanship, that the products in all respects shall conform with all design, manufacturing and performance specifications and that the products shall operate in accordance with such specifications under normal and proper use, operating conditions and maintenance.

2. WARRANTY PERIOD

The standard warranty of **HEICO Lighting™** shall remain in effect for twenty-four (24) months from the date of shipment from **HEICO Lighting™** plant.

At **HEICO Lighting™** option, any product proven to be defective within the warranty period will either be repaired or replaced with reconditioned or new products. In-warranty repair or replacement products are warranted only for the unexpired portion of the original warranty period or ninety (90) days, whichever expired the latest. Customer must give written notice of equipment failure immediately at its occurrence.

3. WARRANTY EXCLUSIONS FROM COVERAGE

The following is not covered by the original Warranty:

- Any faults, damage or malfunction resulting from improper storage of the product prior to its use and/or improper transportation to site;
- Breakdowns due to unauthorized alteration (including line cord modification) and/or repair on the product and/or misuse made by the Customer and/or third party;
- Inappropriate installation and/or maintenance of the product;
- Failure to use the product under normal operating conditions or environment, or within **HEICO Lighting™** specific ratings;
- Breakdowns due to external causes such as flooding, fire, thunderstorm, etc.

4. EXCLUSION OF IMPLIED WARRANTIES

The aforementioned is in lieu of all Warranties, expressed or implied, as well as any obligations and/or liabilities on the product of **HEICO Lighting™**, for the product listed herein which it may sell to the Customer.

5. LIMITATIONS ON DAMAGES AND LIABILITY

In no event shall **HEICO Lighting™** be liable for consequential or special damages.

The full responsibility of **HEICO Lighting™** under this Warranty is limited to the repair or replacement of the product. Repair or replacement are the sole and exclusive warranty available.

There are no warranties that extend beyond the description mentioned in this document.

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Appendix C - Customer Product Warranty for Contactless LED System

1. GENERAL LIMITED WARRANTY

HEICO Lighting™ a wholly owned subsidiary of **Emd Technologies Company**, guarantees that the products shall be free from all defects in material and workmanship, that the products in all respects shall conform with all design, manufacturing and performance specifications and that the products shall operate in accordance with such specifications under normal and proper use, operating conditions and maintenance. Normal operating conditions are defined as 24 hours per day, 7 days per week continuous use in operating and environmental conditions specified in the written data sheets. All LED systems, to varying degrees, have some amount of light degradation over the life of the product. **HEICO Lighting™** designs all of its LED systems to minimize this light degradation but consider this a normal part of LED technology.

2. WARRANTY PERIOD

The standard warranty period of **HEICO Lighting™** for Contactless LED system shall remain in effect for the duration expressed in the table below.

<u>CONTACTLESS LED MODULE FAMILIES</u> Econo-Brite™ Equi-Brite™ Mega-Brite™	Red Amber	60 months
	White Blue Green	36 months
<u>CONTACTLESS LED POWER SUPPLY - LMPS MODELS</u> LMPS-350 LMPS-750	35 Watts 75 Watts	60 months
<u>CONTACTLESS LED DIMMER MODELS</u> LMPS-DIMMER Controller LMPS-DIMMER extruder	Controller Extruder	60 months

At **HEICO Lighting™** option, any product proven to be defective within the warranty period will either be repaired or replaced with reconditioned or new products. In-warranty repair or replacement products are warranted only for the unexpired portion of the original warranty period or ninety (90) days, whichever expired the latest. Customer must give written notice of product failure immediately at its occurrence.

3. WARRANTY EXCLUSIONS FROM COVERAGE

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The following is not covered by the original Warranty:

- Any faults, damage or mal function resulting from improper storage of the product prior to its use and/or improper transportation to site;
- Breakdowns due to unauthorized alteration (including line cord modification) and/or repair on the product and/or misuse made by the Customer and/or third party;
- Inappropriate installation and/or maintenance of the product;
- Failure to use the product under normal operating conditions or environment, or within **HEICO Lighting™** specific ratings;
- Breakdowns due to external causes such as flooding, fire, thunderstorm, etc.

4. EXCLUSION OF IMPLIED WARRANTIES

The aforementioned is in lieu of all Warranties, expressed or implied, as well as any obligations and/or liabilities on the product of **HEICO Lighting™**, for the product listed herein which it may sell to the Customer.

5. LIMITATIONS ON DAMAGES AND LIABILITY

In no event shall **HEICO Lighting™** be liable for consequential or special damages.

The full responsibility of **HEICO Lighting™** under this Warranty is limited to the repair or replacement of the product. Repair or replacement are the sole and exclusive warranty available.

There are no Warranties which extend beyond the description mentioned in this document.