

Please contact your distributor for any questions relating to the project or warranty claims.

Deco Lighting warrants that the LED electronics and components of its properly installed LED Product will be free from defects in material and workmanship for a period of ten (10) years.

This warranty is limited to the repair and replacement of parts and the necessary labor and services required to repair the LED Product, as provided below. Defects in material or workmanship do not include improper installation or operation, alterations, power surges or overheating due to external conditions.

THIS LIMITED WARRANTY IS THE EXCLUSIVE WARRANTY PROVIDED BY DECO LIGHTING. DECO LIGHTING MAKES NO OTHER WARRANTY, EXPRESSED OR IMPLIED, AND THERE IS EXPRESSLY EXCLUDED ALL WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Warranty Activation

This limited warranty is automatically activated upon Deco Lighting receiving a completed warranty registration form within thirty (30) days after installation of the LED Product or ninety (90) days after shipment of the LED Product, whichever is sooner. Upon receipt of a timely submitted and completed warranty registration form, Deco Lighting will forward an acknowledgment for each registration along with a reference number for future correspondence related to that LED Product.

Service Claims

Service claims can be made by contacting Deco Lighting's Customer Service by calling: 1-800-613-DECO between 8:00 AM and 5:00 PM pacific standard time (USA) to initiate the process for problem resolution under this limited warranty. Deco Lighting may elect to inspect the product on the customer's premises, or issue an RM number so that the product may be returned to the factory for testing. RM numbers will only be issued to the direct purchaser of the LED Product from Deco Lighting. The following information is required to obtain a RM number:

- Company name and address and contact person.
- Deco Lighting part number, date code, quantity and description of the problem.

All product warranty returns, repairs, replacements or credits are handled between Deco Lighting and the direct purchaser. Attach a brief written description of the problem to the product or packing list along with the RM number that was issued. Return the product, freight prepaid, to: Deco Lighting RMA Dept. 2917 Vail Ave. Commerce, CA 90040.

Labor Options

(Does not cover products noting a "10-Year Limited Warranty" on cut sheets)

No labor allowance is made for repair or replacement of any LED Product except during the limited warranty period. Deco Lighting provides the following two labor options for service under this limited warranty, which Deco Lighting has the exclusive right to select in its sole discretion:

1. Deco Lighting will contact a service provider and coordinate the removal, repair, and/or replacement of a defective LED Product, at no cost to the user of LED Product; or
2. Deco Lighting will reimburse the direct purchaser of the LED Product the reasonable, customary, and necessary costs for removing and replacing the LED Product. However, Deco Lighting shall not be responsible for reimbursing for any such costs that are not pre-approved, in writing, by Deco Lighting prior to those costs being incurred.

Customer must contact Deco Lighting's Warranty Department for labor approval before engaging in warranty work.

Deco Lighting will not accept warranty labor reimbursement requests that have not been pre-approved. Labor requests must be reasonable and within industry standards. Deco Lighting reserves the right to hire its own labor contractors to do the warranty work if necessary.

LIMITATION OF LIABILITY

The LED Product(s) is/are not warranted against costs that may be incurred in connection with changes or modifications to the LED Product(s), which may be required to accommodate site conditions and/or faulty building construction or design. In addition, the LED Product(s) is/are not warranted against cost resulting from installation of a third party components, failures of third party supplied components, or failures of Deco Lighting supplied LED Product(s) caused by a third party supplied component. The LED Product(s) is/are not warranted against cost resulting from extenuating circumstances such as “dirty power” or power spikes in applications where 480V power is stepped-down to accommodate the LED Product(s).

If there is a defect in material or workmanship, the product will be (at Deco Lighting’s sole discretion) repaired, re-tested, and returned or replaced. Repaired or replaced products will be returned at no charge, freight prepaid by Deco Lighting. Unrepairable products will be scrapped.

The foregoing shall constitute the sole and exclusive remedy of the purchaser and the sole and exclusive liability of Deco Lighting. NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IS MADE OR IS TO BE IMPLIED. Deco Lighting will not, under any circumstance, whether as a result of breach of contract or warranty, tort, or otherwise, be liable for any incidental, special, or consequential damages, including lost profits or revenues or any other costs or damages. Deco Lighting reserves the right to examine all failed LED boards and/or drivers and reserves the right to be the sole judge as to whether any LED boards and/or drivers are defective and covered under this warranty.

Deco Lighting Labor Allowance Reimbursement Rate Sheet

Labor Rate Allowance

(Does not cover products noting a "10-Year Limited Warranty" on cut sheets)

Deco Lighting will cover labor with the following rates, any labor situations out of the ordinary require contact with the factory and written approval to perform.

Driver replacement/rewire loose connections

10 to 20 mins of work. Allowance = \$40

Wall Pack Replacement

30 to 45 mins of work. Height ranges 10ft-40ft. Allowance = \$60

Area Light Replacement

30-45 mins of work. Height ranges 20ft-60ft Allowance = \$85

Canopy Light Replacement

30-40 mins of work. Allowance=\$65

Troffer Replacement

20-30 mins of work. Allowance=\$45

Lift Charges

(Does not cover products noting a "10-Year Limited Warranty" on cut sheets)

Lift charges will vary upon location and availability.

Lift reimbursements are capped at \$250 per occurrence, unless at least 20% of installed fixtures require replacement.

For any questions regarding specialty jobs please contact our Warranty Department at 1-800-613-3326