

WARRANTY STATEMENT
General Illumination Products
AR, EC, GC, ComfortView, ND, ES Series

Leotek AR, EC, GC, ComfortView, ND, and ES Series Products are covered by a ten-year limited warranty, from the date of delivery. Leotek warrants these products to be free of defects in workmanship and/or material. AR-13 Comfortguide is covered by a five-year limited warranty. This warranty includes all electrical and mechanical components including finish and gaskets. Failure of over 10% of the LEDs in the luminaire during the warranty period will constitute a luminaire "failure".

The standard exterior finish on any Leotek luminaire covered by this warranty will only be considered defective if there is substantial deterioration in the form of blistering, cracking, peeling, or corrosion. During the warranty period some fading, staining, or chalking may occur. This is normal aging for the finish used, is not a manufacturing defect, and is not covered by our warranty. For any luminaire installed within one mile of a saltwater coastline, Leotek's Coastal Finish (CF) option must be specified in order for the finish to be covered by this warranty.

Leotek Electronics USA LLC will repair or replace any units found to be defective or that fail within this period. Leotek's liability under this warranty is limited to repair or replacement of the unit with a comparable product utilizing the current technology at the time of replacement. The repair or replacement of the unit is warranted for the remainder of the original warranty period. Leotek is not responsible for labor and other costs associated with removal or reinstallation.

Leotek will not be liable for defects due to improper handling, misuse, negligence, accidents, acts of God or nature, exposure to casualty of elements, or unauthorized alteration/repair. In all such cases, the warranty is immediately null and void. This warranty does not cover photocells or any control or monitoring devices.

This warranty is exclusive of all other warranties, expressed or implied, and Leotek hereby specifically disclaims all other warranty claims of any type; including without limitation, a warranty of merchantability of any unit or its fitness for any particular use or purpose. The customer's remedy under this warranty is exclusive. In no event shall Leotek be liable for interruption of business loss, profits or indirect or consequential damages, injury to person or damage to property from any cause whatsoever.

Please contact your local Sales Representative prior to directly contacting Leotek. Leotek Technical assistance is available from our Technical Support Department during the hours of 8:00 AM to 5:00 PM Pacific Standard Time (PST), Monday through Friday, excluding major U.S. holidays. Please provide the model number of the product.

Return Material Authorization

Prior to returning any product for repair or replacement, Leotek requires that a Return Material Authorization (RMA) be issued. The RMA can only be issued by Leotek. When requesting an RMA, the following information must be provided to Leotek; product Model and Serial Numbers, Date of Manufacture, and a detailed description of the reason for return. A Leotek representative will document the issue at hand and make the appropriate arrangement for the return of the unit/product.

When returning the product, the customer must adhere to the following procedure(s):

- Prior to returning, contact customer support at (408) 380-1788 to obtain an RMA number (Return Material Authorization).
- Clearly mark shipment container with RMA number.
- Include a return address and contact information with the shipment.
- USA RMA's are shipped via customer paid postage to:
 - Leotek Electronics USA LLC - 1955 Lundy Ave., San Jose, CA 95131
- Eastern Canada RMA's are shipped via customer paid postage to:
 - Leotek Electronics c/o Lynden Canada Co. – 8300 Parkhill Drive, Milton, ON L9T 5E7, CA
- Western Canada RMA's are shipped via customer paid postage to:
 - Leotek Electronics c/o Zip Courier - 103-1588 Derwent Way, Delta, BC V3M 6Z7, CA

Verification of purchase may be required. Leotek will not be held responsible for any damage to the product that occurs during shipment. Failure to exercise the above RMA policy and procedures will void all warranty responsibilities on behalf of Leotek Electronics USA LLC.