

**WARRANTY STATEMENT**  
**General Illumination Products**  
**AR, EC, GC, ComfortView, ND, ES, PTC, SG1 Series**

Leotek Electronics USA LLC (“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, Post Top Colonial (PTC) and SG1 are 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 “defect”. In case of any defective product attributable to Leotek during the abovementioned warranty period, Leotek at its sole discretion will factory repair or replace such defective product within the terms and conditions listed in this Warranty Statement.

The standard exterior finish on any Leotek luminaire covered by this Warranty Statement 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, color-changing, staining, or chalking may occur. This is normal aging for the finish used, is not a manufacturing defect, and is not covered by this Warranty Statement. 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 Statement.

In case of any warranty and technical assistance, please contact your local Leotek sales agent. Refer to [www.leotek.com](http://www.leotek.com) for a list of agents. 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 US holidays. Please provide the Model Number of the product you are inquiring about.

**Return Material Authorization (RMA) policy and procedures:**

- Prior to returning any defective product for repair or replacement, you must contact Leotek post-sale support at [rma@leotek.com](mailto:rma@leotek.com) to obtain an RMA number (Return Material Authorization). The information of product model and serial numbers, date of manufacture, and a detailed description of the reason for return is required.
- Clearly mark shipment container with RMA number.
- Include a return address and contact information with the shipment.
- Proof of purchase may be required
- RMA’s are shipped via customer-paid postage to:

USA

- Leotek Electronics USA LLC - 1955 Lundy Ave., San Jose, CA 95131

Canada

- Eastern Canada RMA’s are shipped via customer paid postage to:
  - Leotek Electronics c/o Lynden Canada Co. – 8300 Parkhill Drive, Unit 3, Milton, ON L9T 5V7, CA
- Western Canada RMA’s are shipped via customer paid postage to:
  - Lynden/Leotek c/o Scott Freight - 102-5200 Miller Rd, Richmond, BC V7B 1X2

**The defects detailed below are not covered as part of this Warranty Statement:**

- Fair wear and tear
- Misuse
- Damage by mishandling or improper handling
- Damage by negligence, accidents, acts of God or nature, exposure to casualty of elements or unauthorized alteration/repair.
- Damage in transit
- Operation or storage outside of environmental specification
- Operation outside permitted voltage/frequency range
- Lightning strike and transient voltages
- Failure to exercise the above RMA policy and procedures

**Limitation of Liability**

Repair or replacement as set forth in this Warranty Statement is the sole and exclusive remedy under this Warranty Statement. Once Leotek has replaced or repaired defective products, Leotek shall have no further liability in respect to the defect in that particular product.

Except for the commitments outlined above, in no event shall Leotek be liable for installation, providing access to products (scaffolding, lifts, etc.), interruption of business loss, profits, direct, indirect, incidental, consequential damages, injury to person or damage to property from any cause whatsoever 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. Information herein subject to change without notice.