

MaxLite TLED Warranty 10 year

MaxLite, Inc. (hereinafter referred to as “MaxLite”) offers a Limited Warranty and, where applicable, an Extended Limited Warranty for eligible products. MaxLite warrants that the products covered under this Warranty (hereinafter referred to as the “Product”), as outlined in this Warranty Statement, will be free from defects in materials and workmanship and will conform to MaxLite’s published product specifications for the applicable warranty period. The warranty period begins on the date of manufacture or, where required by the applicable warranty terms, the date of purchase, and is subject to the terms, conditions, limitations, and exclusions set forth herein.

This Warranty does not apply if the Product is not installed and operated in accordance with the National Electrical Code (NEC), applicable Underwriters Laboratories (UL) standards, applicable American National Standards Institute (ANSI) standards, applicable Canadian Standards Association (CSA) standards, or any other governing electrical codes and regulations. This Warranty is also void if the Product is not installed, operated, or maintained in accordance with MaxLite’s installation instructions, specifications, and recommendations, or if the Product has been subjected to misuse, abuse, improper installation, unauthorized modification, neglect, accident, power surges, acts of nature, or abnormal operating conditions, including but not limited to excessive ambient temperatures, voltage fluctuations, or other environmental conditions outside the Product’s published operating specifications.

All products must be installed in accordance with manufacturer’s instructions; operated within the electrical values shown on the product label (if applicable), operated in lighting equipment designed and approved for the application (if applicable); and used in environmental conditions (temperature, humidity and air movement) within the normal specified operating range of the system.

Warranty Coverage Standard Warranty

If it appears within the specified warranty period that any MaxLite product does not meet the warranty specified above, MaxLite, at its sole discretion, will provide replacement product or replacement components (i.e. LED driver for a fixture) at no charge or grant the original purchaser a credit towards product replacement. If MaxLite grants a replacement and the product is not available, a comparable product will be provided. MaxLite will not be held responsible for any labor or transportation costs related to the removal, return or installation services associated with the warranty claim. However, MaxLite, at its sole discretion, may decide to support reasonable labor allowance for warranty related removal, return, or installation services, depending on scope, scale, and nature of warranty claim.

Limited Extended Warranty

The maximum remedy available during this Limited Extended Warranty period is credit for the purchase value (from MaxLite to original distributor/customer) on depreciated bases as follows: If product is found to be defective in the sixth year, MaxLite will cover 60% of purchase value, seventh year 50%, eighth year 40%, ninth year 30%, tenth year 20% of original purchase value. No labor allowance, credit, or reimbursement will be considered during the Limited Extended Warranty period for warranty related removal, return, or installation services.

How to Make a Warranty Claim

Retain the failed products and notify MaxLite or authorized MaxLite sales representative within 30 days of the failure. At the sole discretion of MaxLite the user/customer may be required to return the failed product for analysis. Failure to follow this request shall void the warranty.

Limitations of Warranty Coverage

1. Warranty is not applicable if the product is exposed to abnormal operating/usage conditions including, but not limited to: Excessive temperatures, Excessive voltage from line surge/high speed transients, Corrosive substances, Alterations or Modifications, Vandalism, or Acts of God.
2. For products that contain LEDs, in the event that LEDs fail to operate, warranty claims will only be considered if the product fails to perform electrically as a result of a manufacturing defect with >10% of LED's in the product failing to illuminate.
3. Warranty does not cover cosmetic issues such as (but not limited to) minor fading, discoloration, and corrosion. Excessive cosmetic issues such as severe cracking, chipping, peeling or fading will be considered as a defect.
4. Accessories such as (but not limited to) occupancy sensors, external photocells, and emergency battery backup devices, regardless of how they were purchased or installed on/with other products, are excluded from the Limited Extended Warranty coverage. Accessories made by MaxLite will follow standard component warranty.
5. Limited Extended Warranty is only applicable with the following additional restrictions:

TLED Product Category	Standard Warranty		Limited Extended Warranty	
	Warranty Period	Usage Hour	Warranty Period	Usage Limits
Type A Direct Fit	5 years	8,760 hours per year	-	-
Type B Ballast Bypass	5 years	8,760 hours per year	10 years	4380 hours per year
Type A+B Hybrid	5 years	8,760 hours per year	10 years	4380 hours per year
Type C External	7 years	8,760 hours per year	10 years	6,130 hours per year
Type C Drivers	7 years	8,760 hours per year	10 years	4380 hours per year

Type A Must be operated on Maxlite approved ballast compatibility list

Type A+B Hybrids extended warranty only available when installed as a Type B ballast bypass on 120/277V