



Energy Harness Corporation

71 Mid Cape Terrace, Suite 8, Cape Coral, FL 33991
(239)-790-3300

Energy Harness Corporation Product Warranty for

EHC LED Retrofit Kits, Cobra Head Fixtures, Street Light Fixtures, Wall Pack Fixtures, Post Top Area Fixtures, Sports Light Fixtures, Floodlight Fixtures, High Bay Fixtures, Bollards, Tri-Proof Fixtures, Vapor Tight Fixtures, Bulkhead Fixtures, Canopy Fixtures, Garage Light Fixtures, T8 & T5 Linear Tube Lights (excluding emergency linears), Flat Panels, Retrofit Panel Fixtures, Indirect Troffer Fixtures, Volumetric Troffer Fixtures, U-bend Lamps**

Terms and Conditions of the EHC limited warranty

Energy Harness Corporation warrants that our EHC LED Retrofit Kits, Cobra Head Fixtures, Street Light Fixtures, Wall Pack Fixtures, Post Top Area Fixtures, Sports Light Fixtures, Floodlight Fixtures, High Bay Fixtures, Bollards, Tri-Proof Fixtures, Vapor Tight Fixtures, Bulkhead Fixtures, Canopy Fixtures, Garage Light Fixtures, T8 & T5 Linear Tube Lights (excluding ballast compatible**)(excluding emergency linears), Flat Panels, Retrofit Panel Fixtures, Indirect Troffer Fixtures, Volumetric Troffer Fixtures, and U-bend Lamps will be free from defects in materials and workmanship for a period of five (5) years* from the date of purchase. Products demonstrated to be defective within the warranty period will be repaired or replaced at EHC's discretion, provided the products are installed and operated in accordance with manufacturer's recommendations. Proper pole fusing, surge protection, and/or lighting protection, where applicable, must be used to protect the products in indoor and outdoor applications for the warranty to be valid. All products must be properly grounded to an earth-based grounding point that meets or exceeds all national and local electrical code requirements. Operating temperatures must not exceed manufacturer listed specifications for each product.

*Five (5) year limited warranty is based on the duration of twelve (12) hours per day.

**Ballast Compatible Tube Lights must be installed using a new (EHC approved) ballast in accordance with the product specifications for warranty to be valid (3-year limited warranty period). Proof of ballast purchase with coinciding date is required for warranty to be valid.



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EHC Integrated Lights, Bulbs, PL Bulbs, 2G11 PLL Bulbs, Down Light Fixtures, Linear Strip Fixtures, Yard Light Fixtures, Wall Sconce Fixtures, Vanity Fixtures, Suspended Transparent Fixtures, Wrap Fixtures, ARC Series**

Terms and Conditions of the EHC limited warranty

Energy Harness Corporation warrants that our EHC Integrated Lights, Bulbs, PL Bulbs, 2G11 PLL Bulbs, Down Light Fixtures, Linear Strip Fixtures**, Yard Light Fixtures, Wall Sconce Fixtures, Vanity Fixtures, Suspended Transparent Fixtures, Wrap Fixtures, and ARC Series fixtures will be free from defects in materials and workmanship for a period of three (3) years* from the date of purchase. Products demonstrated to be defective within the warranty period will be repaired or replaced at EHC's discretion, provided the products are installed and operated in accordance with manufacturer's recommendations. Proper pole fusing, surge protection, and/or lighting protection, where applicable, must be used to protect the products in indoor and outdoor applications for the warranty to be valid. All products must be properly grounded to an earth-based grounding point that meets or exceeds all national and local electrical code requirements. Operating temperatures must not exceed manufacturer listed specifications for each product.

*Three (3) year limited warranty is based on the duration of ten (10) hours per day.

**Battery and battery back-up unit components are not covered under warranty. Only LED board and driver are covered.

EHC RGB / RGBW Fixtures & Solar Fixtures

Terms and Conditions of the EHC limited warranty

Energy Harness Corporation warrants that our RGB / RGBW Fixtures and Solar Fixtures will be free from defects in materials and workmanship for a period of one (1) year* from the date of purchase. Products demonstrated to be defective within the warranty period will be repaired or replaced at EHC's discretion, provided the products are installed and operated in accordance with manufacturer's recommendations. Proper pole fusing, surge protection, and/or lighting protection, where applicable, must be used to protect the products in indoor and outdoor applications for the warranty to be valid. All products must be properly grounded to an earth-based grounding point that meets or exceeds all national and local electrical code requirements. Operating temperatures must not exceed manufacturer listed specifications for each product.

*One (1) year limited warranty is based on the duration of ten (10) hours per day.



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EHC Warranty Details

- All warranty claims for defective materials within 2 years of the original invoice date will be replaced by EHC at no product cost to the customer. The customer must pay all freight charges. All suspected defective products must be shipped to EHC facilities for complete lab analysis and problem determination. EHC reserves the right to examine all failed lighting systems at EHC facilities and reserves the right to be the sole judge as to whether any product is defective and covered under this warranty. EHC reserves the right to invoice for the replacements sent if the returned materials are not returned within 30 days or are found to be non-defective.
- Any warranty claims for defective materials over 2 years past the original invoice date, that cannot be shipped to EHC without replacements given in advance, will be treated on a prorated basis at EHC's discretion according to the following calculation:

$$\frac{\text{Original EHC Invoice Price (\$)} \times \text{Remaining Warranty Period (months)}}{\text{Total Warranty Period (months)}}$$

The amount determined from the prorated calculation can be used towards credit for replacements. These defective items can be shipped to EHC, before replacements are given, for repairs at no product cost to the customer at EHC's discretion. The customer must pay all freight charges. If the items are unable to be repaired, EHC will send replacements at no charge to the customer.

- For the pro-rated calculation above, Energy Harness uses the Original EHC Invoice price for the products, regardless if the products were sold through a third party to the customer.
- Energy Harness does not accept returns or exchanges for any non-defective products. All sales are final.
- Energy Harness does not warranty product accessories or individual components such as, but not limited to, lamp holders, adapters, hardware, clips, bases, conversion kits, motion sensors, surge protection devices, drivers, LED modules, etc.
- Energy Harness does not warranty product mounting hardware such as, but not limited to, slip-fit adapters, pole toppers, pipe adapters, bullhorns, or light poles.
- Energy Harness does warranty Emergency Battery Back-up units, BBU exit signs, BBU security lights, BBU linear tube lights, and Building Automation Controls for a period of 1 year from the date of purchase.
- Special ordered items / MISC items are subject to the original manufacturer and / or distributor's warranty term(s) and process(es).

Energy Harness Corporation warranties only the replacement product in the event that a product becomes defective within the stated guidelines of this warranty policy and within its warranty period. Energy Harness is not liable for warranty of the original project installation nor the installation or installation costs of warranty products beyond a period of one (1) year from the start date of the installation only for products originally installed directly by Energy Harness. This excludes the cost of lifts and / or scaffolding. If lifts and / or scaffolding is needed to replace products within the warranty period, including the first year, Energy Harness is not liable for the cost of the lift and / or scaffolding rentals.



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Energy Harness Corporation will not be liable for:

- Problems resulting from external causes such as accident, abuse, misuse, mishandling, negligence, lightning, fire, water damage, theft, vandalism, riot, explosion, natural disaster, or other external causes unrelated to product performance.
- Products for which Energy Harness has not received full payment.
- Products without proof of purchase (Ex: invoice, receipt, sales order, signed contract)
- Conditions demonstrating misuse, faulty installation, misapplication, extreme environmental conditions beyond those defined in the product specification, under/over voltage situations, voltage spikes, lack of compliance with applicable instructions, improper or inadequate maintenance, negligence, accident, or tampering. Note driver ratings for limits on operating temperatures.
- Situations in which Energy Harness products are replaced with those from other manufacturers.
- Products not manufactured by Energy Harness: this may include accessories, sensors, wiring, existing fixtures and/or additional controls.
- Costs for installations of new and warranty products.
- Loss of profits.
- Damaged products in shipping reported 3 days or more after the delivery date.
- Retrofit Kits and Cobra Head Fixtures installed without EHC surge protection.

Dimming equipment, applications, installation, and conditions of use are many, varied, and beyond the control of EHC, and therefore EHC does not represent or warranty the suitability of an LED lighting device for use with any particular dimmer.

Warranty Procedure:

For warranty claims, please contact EHC at the number or email address below for an RMA Request Form to request replacements, repairs, or credit for products deemed as “defective” by the customer. The “defective” products must be returned to EHC for inspection and failure analysis before replacements, repairs, or credit are issued. After determining whether the “defective” products qualify for replacements, repairs, or credit, solely at EHC’s discretion, replacements, repairs, or credit may be issued at that time. The customer is responsible for the freight cost of all materials that are sent back to EHC. EHC may cover the replacement products’ shipping cost at its discretion.

For warranty claims regarding damages that occur during shipping and / or transit, detailed damages must be noted with the carrier upon delivery and reported to Energy Harness within 72 hours of the delivery with pictures of the damaged pallet(s), boxes, and individual product damages. Proof of damages with the carrier and all pictures mentioned above are required for claims to be considered.

For further information on Energy Harness Corporation’s warranty policy please contact us at 1-239-790-3300 or email Sales@EnergyHarness.com. Thank you for choosing Energy Harness.



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10 Year Limited Warranty Option*

For the 10-year limited warranty option, all warranty guidelines above are applicable and remain the same except for the total length of the limited warranty period. With this option, EHC will extend the warranty period on any product with a 5-year warranty to a 10-year warranty. This warranty option is not standard and subject to additional charges upon original purchase. This option is not available on products with less than a 5-year warranty. The 10-year limited warranty option is only available upon original purchase and is noted on an original invoice. This warranty option is only valid for direct sales between EHC and the customer. This 10-year warranty is based on lights operating at a maximum of (12) hours per day.



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Active Airflow UVC Fixture - Warranty Statement

Terms and Conditions of the EHC limited warranty:

Energy Harness Corporation warrants that our EHC Active Airflow UVC Fixture will be free from defects in materials and workmanship for a period of three (3) years* from the date of purchase (includes all components except UVC LED Module and UVC Air Filter).

The UVC LED Module will be free from defects in materials and workmanship for a period of one (1) year** from the date of purchase.

Products demonstrated to be defective within the warranty period will be repaired or replaced at EHC's discretion, provided the products are installed and operated in accordance with manufacturer's recommendations. All products must be properly grounded to an earth-based grounding point that meets or exceeds all national and local electrical code requirements. Operating temperatures must not exceed manufacturer listed specifications for each product.

*Three (3) year limited warranty is based on the duration of eight (8) hours per day.

**One (1) year limited warranty is based on the duration of eight (8) hours per day.

Energy Harness Corporation will not be liable for:

- Problems resulting from external causes such as accident, abuse, misuse, mishandling, negligence, lightning, fire, water damage, theft, vandalism, riot, explosion, natural disaster, or other external causes unrelated to product performance.
- Returns or exchanges for any non-defective products. All sales are final.
- Damages to products caused during shipping not reported to Energy Harness within 24 hours of delivery and noted on the delivery receipt with the carrier.
- Products for which Energy Harness has not received full payment.
- Products without proof of purchase (Ex: original manufacturer or distributor invoice, receipt, sales order, signed contract)
- Conditions demonstrating misuse, faulty installation, misapplication, extreme environmental conditions beyond those defined in the product specification, under/over voltage situations, voltage spikes, lack of compliance with applicable instructions, improper or inadequate maintenance, negligence, or tampering. Note power supply ratings for limits on operating temperatures.
- Situations in which Energy Harness products are used with components or controls from other manufacturers and do not function properly.
- Products not manufactured by Energy Harness: this may include accessories, sensors, wiring, existing fixtures and/or additional controls.

Warranty Procedure:

For warranty claims, please contact EHC at the number or email address below to request replacements, repairs, or credits for products deemed as "defective" by the customer. The "defective" products must be returned to EHC for inspection and failure analysis before replacements, repairs, or credits are issued.

After determining whether the "defective" products qualify for replacements, repairs, or credits, solely at EHC's discretion, replacements, repairs, or credits may be issued at that time. The customer is



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responsible for the freight cost of all materials that are sent back to EHC. EHC may cover the replacement products' shipping cost at its discretion.

For further information on Energy Harness Corporation's warranty policy please contact us at 1-239-790-3300 or email Sales@EnergyHarness.com. Thank you for choosing Energy Harness.