



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, High Bay Fixtures, Linear Tube Lights\*\*, Integrated Lights, Tri-Proof Fixtures, Bollards, Bulkhead Fixtures, Canopy Fixtures, Garage Fixtures, Floodlight Fixtures, Flat Panels, Retrofit Panel Fixtures, Indirect Troffer Fixtures, Post Top Area Fixtures, Sports Light Fixtures, Wall Pack Fixtures, Magnetic Retrofit Lamps, U-bend Lamps***

### **Terms and Conditions of the EHC limited warranty**

Energy Harness Corporation warrants that our EHC LED Retrofit Kits, Cobra Head Fixtures, High Bay Fixtures, Linear Tube Lights (excluding ballast compatible\*\*), Integrated Lights, Tri-Proof Fixtures, Bollards, Bulkhead Fixtures, Canopy Fixtures, Garage Fixtures, Floodlight Fixtures, Flat Panels, Retrofit Panel Fixtures, Indirect Troffer Fixtures, Post Top Area Fixtures, Sports Light Fixtures, Wall Pack Fixtures, Magnetic Retrofit Lamps, 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. Proof of ballast purchase with coinciding date is required for warranty to be valid.

***EHC Dimmable Tube Lights, Bulbs, PL Bulbs, 2G11 PLL Bulbs, Down Light Fixtures, 20W GC Surface Mount Fixtures, Linear Strip Fixtures\*\*, Yard Light Fixtures, Wall Sconce Fixtures, Vanity Fixtures, Suspended Transparent Fixtures, Wrap Fixtures***

### **Terms and Conditions of the EHC limited warranty**

Energy Harness Corporation warrants that our EHC Dimmable Tube Lights, Bulbs, PL Bulbs, 2G11 PLL Bulbs, Down Light Fixtures, 20W GC Surface Mount Fixtures, Linear Strip Fixtures\*\*, Yard Light Fixtures, Wall Sconce Fixtures, and Wrap Fixtures will be free from defects in materials and



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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 Fixtures & Solar Fixtures***

### **Terms and Conditions of the EHC limited warranty**

Energy Harness Corporation warrants that our RGB 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.

### **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.



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- 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 such as, but not limited to, tombstones, adapters, hardware, clips, bases, conversion kits, motion sensors, surge protection devices, etc.
- Energy Harness does not warranty product mounting hardware such as, but not limited to, slip-fit adapters, pole toppers, pipe adapters, or bullhorns.
- Energy Harness does warranty Emergency Battery Back-up units, BBU exit signs, BBU security lights, and Building Automation Controls for a period of 30 days from the date of purchase.

**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.**

**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.



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- 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 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 responsible for the freight cost of all materials that are sent back to EHC. EHC may cover the replacement products’ shipping cost at it’s discretion.

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

***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 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 the lights operating at (12) hours per day.