



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 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 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 regarding the warranty, please contact EHC at sales@energyharness.com or 1-239-790-3300.

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