

## **FOREST LIGHTING LIMITED EXPRESS WRITTEN WARRANTY**

FOREST LIGHTING CORPORATION (“FOREST LIGHTING” or the “Company”) is pleased to extend this Limited Express Written Warranty (“Warranty”). This Warranty is applicable only to *FOREST LIGHTING and MLS*, the parent company of FOREST LIGHTING, branded lighting products purchased from the Company or an authorized distributor of the Company (“Products”). FOREST LIGHTING warrants each Product to be free from defects in workmanship and materials and to operate from the date of invoice for the time periods and subject to the Terms and Conditions specified below. If a Product fails because of a defect due to workmanship and/or material during the specified warranty period, FOREST LIGHTING will repair or replace the Product or defective part in accordance with the Terms and Conditions set forth below (labor is not included).

### **TERMS AND CONDITIONS**

This Warranty applies only to Products manufactured by FOREST LIGHTING that have been properly wired and installed; that have been operated within electric values contained within the FOREST LIGHTING product specifications; and in environmental conditions (temperature, humidity, air movement) within the normal specified operating range as noted in the specifications. In case of LED Retrofits Products, they must be used in lighting equipment designed and approved for the application.

This Warranty only applies when Products operate in the following recommended conditions:

- Warranty period covers FIVE (5) years from the date of purchase
- Do not exceed the Tc point or case temperature specified in the product specifications
- Operate at rated Voltage or Current specified
- Do not exceed the published ambient operating temperature for the Product
- LED Retrofits Products are operated in an open luminaire (and closed luminaire for LED tubes), with minimum 10mm air around the body of the LED Retrofits Products
- Relative humidity in the installation never exceeds 80% RH, and never exceeds the IP rating of the Product, if any, is provided
- Products are not subject to more than a total of 50,000 switching cycles (with a switching cycle defined as  $\leq 30$  seconds ‘on’ and  $\leq 30$  seconds ‘off’)
- The electrical installation in which the Product operates is not subject to voltage fluctuations in a range exceeding +/- 10% of the specified voltage of the product
- Dimming applicable to instructions on packaging or lamp markings
- Measures must be in place to prevent lightning strikes or transients above ANSI C62.42 Category A1 at the input of the power supply

This FOREST LIGHTING Warranty is non-transferrable and applies only to the original customer of the FOREST LIGHTING Product. This Warranty shall be void in the event of any repairs or alternations, not duly authorized by FOREST LIGHTING in writing, are made to the Products by any person.

No agent, distributor or dealer is authorized to change, modify or extend the terms of this Warranty under any circumstances.

## **EXCLUSIONS**

The Limited Express Written Warranty is NOT applicable to Products damaged due to:

- Abnormal use, abuse and accident;
- Disassembly of the Product;
- Alteration of the Product and/or replacement of the components by an entity not duly authorized by FOREST LIGHTING;
- Wiring and usage in violation of any applicable standard or code including those contained within the latest National Electrical Code (NEC); the Standards for Safety of Underwriters Laboratory, Inc. (UL); Standards for American National Standards Institute (ANSI); or in Canada, the Canadian Standards Association (CSA) and any other applicable electrical code;
- Under/over voltage/current situations; power surges or failures; improper power supply; fault or negligence of the user; improper or unauthorized use;
- Abnormal stress including excessive switching cycles;
- Error in installation and/or improper handling or storage;
- Corrosion beyond that stated within the specifications;
- Acts of God; fire; vandalism; civil disturbance.

FOREST LIGHTING reserves the right to examine failed Products to determine the cause of the failure and patterns of usage and reserves the right to be the sole judge as to whether any of these components are defective and covered under this Warranty.

## **WARRANTY CLAIM PROCESS**

In order to receive the benefits of this Warranty, customers must provide the following information within **thirty (30)** days of failure:

- Product ID, proof of purchase and date of purchase;
- Date of failure;
- Detailed explanation of issue; and
- Contact person name, phone number and email address.

The customer may submit a warranty claim one of two ways:

1. By calling FOREST LIGHTING Customer Service at **1.800.994.2143** or
2. By sending an email to the FOREST LIGHTING Customer Service department at [customerservice@forestlighting.com](mailto:customerservice@forestlighting.com).

FOREST LIGHTING will review the claim and if tentative approval is given, a Return Material Authorization (“RMA”) number will be issued. If requested by FOREST LIGHTING, the user shall promptly return the Product at the user’s sole expense after receiving instructions regarding when and where to ship the Product. Products should be shipped freight pre-paid to the address provided with your RMA. The Product must be returned within **fifteen (15) days** of receiving the RMA number. The shipping box must be clearly marked with the RMA number. Failure to follow this procedure will void the Warranty.

If FOREST LIGHTING determines that the cause of the problem was due to a defect in the material and/or workmanship, FOREST LIGHTING, at its discretion, will either repair the damaged Product or replace it at no charge to the customer. If requested by FOREST LIGHTING, the non-conforming or defective Products shall become FOREST LIGHTING’s property as soon as they have been replaced.

Adequate records of operating history shall be available for inspection by FOREST LIGHTING.

## **LIMITATIONS OF LIABILITY**

**THE FOREGOING SHALL CONSTITUTE THE EXCLUSIVE REMEDY OF THE CUSTOMER AND THE SOLE LIABILITY OF FOREST LIGHTING. FOREST LIGHTING SPECIFICALLY DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. NO WARRANTY OF MERCHANTABILITY, NON-INFRINGEMENT OR FITNESS FOR A PARTICULAR PURPOSE IS MADE OR IS TO BE IMPLIED. THIS WARRANTY IS EXCLUSIVE OF ALL OTHER WRITTEN OR ORAL WARRANTIES AND NO OTHER WARRANTIES OF ANY KIND ARE GIVEN AND ARE EXPRESSLY DISCLAIMED.**

**UNDER NO CIRCUMSTANCES, WHETHER AS A RESULT OF BREACH OF CONTRACT, BREACH OF WARRANTY, TORT, STRICT LIABILITY OR OTHERWISE, WILL FOREST LIGHTING BE LIABLE FOR CONSEQUENTIAL, INCIDENTAL, SPECIAL OR EXEMPLARY DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS OF PROFITS, LOSS OF USE OR DAMAGE TO PROPERTY, EQUIPMENT OR LOSS OF CAPITAL; COST OF SUBSTITUTE PRODUCT, FACILITIES OR SERVICES; OR DOWN TIME COSTS. TO THE FULLEST EXTENT PERMITTED BY LAW, FOREST LIGHTING'S TOTAL LIABILITY FOR ALL CLAIMS OF ANY KIND OR FOR ANY LOSS OR DAMAGE ARISING OUT OF USE OF AN FOREST LIGHTING PRODUCT, SHALL NOT EXCEED THE PURCHASE PRICE OF THE SPECIFIC PRODUCT WHICH GIVES RIGHT TO THE CLAIM.**

**Final disposition of any warranty claim will be determined solely by FOREST LIGHTING.**

### **Appendix A**

The following products have only 3 years warranty

A19  
BR30  
BR40  
PAR30  
PAR38

### **Appendix B**

The following products have 7 years warranty  
LED Troffer