

RemPhos stands by its energy efficient products.



David Gershaw, CEO and his mother Jo Ann

WHAT WARRANTIES DOES REMPHOS OFFER?

RemPhos offers 5 warranty packages. Check the cut sheet of a RemPhos product to determine which of the 5 warranties applies. The 5 warranties available are:



HOW MANY HOURS OF PRODUCT RUN-TIME ARE ALLOWED PER YEAR FOR THESE WARRANTIES?

24 hours per day, 7 days per week.

DOES THE WARRANTY COVER THE ENTIRE PRODUCT INCLUDING THE LED, DRIVER AND ANY OTHER COMPONENTS?

The RemPhos COUNT ON US: 5, 6, 7 and 10YR warranties cover the LED and driver. The RemPhos COUNT ON US: 5/10YR warranty covers the LED driver for 5 years and the LEDs for 10 years. Other components such as occupancy sensors, emergency battery backup, etc. are covered by their manufacturer's warranty, RemPhos will not be responsible.

ARE LONGER WARRANTIES AVAILABLE?

Product warranties can be upgraded for a cost. Consult your factory rep for pricing.

WHICH PRODUCTS ARE COVERED? ARE THERE ANY EXCLUSIONS?

At this time, RemPhos' warranties cover the following LED products:

- Lamps
- Retrofit Kits
- Fixtures

WHAT OTHER LIMITATIONS DOES THE WARRANTY HAVE?

The warranty does not apply to:

- Any product alteration
- Product mishandling
- Vandalism
- Acts of God
- Electrical surge beyond what the product is rated
- Electrostatic discharge
- Natural or induced mechanical oscillation or vibration
- Corrosive environments
- Failure to follow applicable electrical codes or installation directions
- Improper or dirty electrical supply (fluctuations of electrical current or voltage)

ARE THERE INSTANCES WHEN THE WARRANTY BECOMES VOID?

Yes. The warranty shall be void for products installed into an application for which it is not intended, or intentionally damaged, or installed in abnormal environmental conditions as prescribed by RemPhos.

ARE LABOR AND FREIGHT COSTS INCLUDED IN THIS WARRANTY?

No. The warranty is limited to the repair or replacement of the product and assumes no responsibility for labor or freight costs incurred in connection with the installation, removal or replacement of products determined to be defective.

WHAT IS L70 LIFETIME?

L70 is the number of hours at which point the RemPhos product produces 70% of its published lumen output using IESNA LM-79-08 testing methods.

DOES THE WARRANTY ALSO COVER 10% LED FAILURE?

Yes. The warranty covers a situation where >10% of the LED diodes fail to illuminate.

DOES THE 10% LED FAILURE PROVISION COVER THE DRIVER OR CONTROLS?

Yes, if the driver causes more than 10% of the LEDs to operate improperly, it would be covered.

IF A PRODUCT THAT I PURCHASED PREVIOUSLY NOW HAS A LONGER ADVERTISED WARRANTY, IS THAT LONGER WARRANTY RETROACTIVE?

No. This warranty is effective for purchases of product after the warranty's effective date. Contact us for details.

HOW DO I FILE A WARRANTY CLAIM?

Warranty claim form is downloadable at the following link: <http://www.remphos.com/downloads>. Please e-mail form to orders@remphos.com.

WHAT IF I HAVE MORE WARRANTY RELATED QUESTIONS?

Please call us at (877) 997-3674.



This limited warranty is provided by RemPhos (the Seller) to you (the Purchaser) as original purchaser of the LED lighting product. This limited warranty may be transferred to subsequent purchasers of the product as long as it is in its original packaging. Qualifying RemPhos LED products shall be warranted by RemPhos, for a period of five (5), seven (7), five on driver and 10 on LED (5/10) or (ten (10) years from the date of manufacture, to be free of defects in workmanship, materials, LED lamps and internal power regulation components against defects that result in an excessive lumen depreciation, as defined by L70 Luminaire Lifetime (L70) or when at least 10% of the discrete LED sources fail to illuminate. L70 shall be defined as 70% of the published warranty luminous flux at time of manufacture using IESNA LM-79-08 testing methods.

RemPhos reserves the right to issue a credit or to repair or replace the defective product, at its discretion, upon notification and confirmation by an authorized RemPhos agent of the defect. RemPhos also reserves the right to test and examine the product if the defect is questionable. This limited warranty will not apply to loss or damage caused by: any product alteration, mishandling, vandalism, civil disturbances, acts of God, electrical surge, improper electrical supply, fluctuations of electrical current or voltage, electrostatic discharge, natural or induced mechanical oscillation, corrosive environments or failure to follow applicable electrical codes. This warranty shall be void for products installed into an application for which it is not intended, or intentionally damaged, or installed in abnormal environmental conditions as prescribed by RemPhos. Accumulation of particulates on the optical surfaces shall not be factored into the lumen depreciation.

Seller reserves the right to utilize new, reconditioned, refurbished, repaired or remanufactured products or parts in the warranty repair or replacement process. Such products and parts will be comparable in function and performance to an original product or part, as determined by Seller in its sole discretion, and warranted for the remainder of the original warranty period.

The following requirements must be met for warranty to be valid:

- UL Type A LED tubes: the warranty period is only applicable to Products used in combination with low ballast factor (0.77) and normal ballast factor (0.88) Instant-Start, Rapid Start or Program Start ballasts. The 5 year warranty period is also applicable to UL Type B direct line voltage 120-277V AC operation. Products used with any other Instant-Start, Rapid Start or Program Start ballasts, including, but not limited to, high ballast factor ballasts (>1.0), shall have a 4-year warranty period based on 12 hours per day, 365 days per year usage. No warranty on the fluorescent ballast applies. If a fluorescent ballast damages a RemPhos LED lamp, the RemPhos warranty is void.
- Any RemPhos LED lamp designed to be installed inside of an existing fixture must not exceed maximum operating temperatures outlined on the product's specification sheet. If product temperature exceeds allowable maximum values, all warranties are void. For assistance in measuring temperature of a LED lamp inside your fixture, please contact us.
- Any RemPhos LED retrofit designed to be installed inside of an existing fixture must not exceed maximum operating temperatures outlined on the product's specification sheet. If product temperature exceeds allowable maximum values, all warranties are void. For assistance in measuring temperature of a LED retrofit inside your fixture, please contact us.
- Any RemPhos LED fixture must be installed in an environment that does not exceed maximum operating temperatures outlined on the product's specification sheet. If product temperature exceeds allowable maximum values, all warranties are void. For assistance in measuring temperature of a fixture, please contact us.

In order to make a warranty claim, you must notify Seller in writing within thirty (30) days after your discovery of the defect, provide proof of purchase such as the invoice and comply with Seller's other warranty requirements. Upon receiving that notice, Seller may require you to promptly return the Product to Seller, or its authorized service provider. Contact us at (877)997-3674 or orders@remphos.com to file a warranty claim.

RemPhos assumes no responsibility for labor or freight costs incurred in connection with the installation, removal or replacement of products determined to be defective.

To the maximum extent permitted by applicable law, RemPhos hereby disclaims all warranties and conditions, whether express, implied or statutory, including, but not limited to, merchantability or fitness for a particular purpose, other than those explicitly provided by RemPhos hereunder.

To the maximum extent permitted by applicable law, RemPhos shall, in no event, be liable for any special, incidental, indirect or consequential damages whatsoever, including, but not limited to, loss of profits.

RemPhos further reserves the right to change the terms of this warranty on future sales products without prior notification and without incurring obligation and expressly disclaim all warranties not stated in this limited warranty.

