



Solutions That Make Sense
www.hanleyledsolutions.com

HanleyLED Limited Product Warranty Policy

HanleyLED warrants, subject to the limitations set forth on the product description that HanleyLED products (including Premium Power Supplies) will be free of defects in material or workmanship for a period of Three (3) years, and World Wide Sign Systems, Inc. has agreed to extend the HanleyLED product warranty period to a total of Five (5) years. The warranty registration must be submitted within 30 days of installation to be valid. The warranted period begins 30 days after proper installation and confirmed receipt of the Warranty Registration Form.

This warranty is for the benefit of the original customer who purchases HanleyLED products from World Wide Sign Systems, operating as an authorized wholesale sign manufacturer. This warranty is valid provided the LED modules and Power Supplies are used together as a system and no third party devices are attempted to be used in the system. Should any LED module or power supply fail to perform during the warranty period (as specified in each product specification sheet) due to defects in components or workmanship, HanleyLED will replace the defective product that has been returned to HanleyLED per the Terms and Conditions specified below.

TERMS & CONDITIONS

This limited warranty is based on reasonable usage in signage for image identification. All LED systems have varying degrees of light degradation over the life of the product, and even the best of LED designs consider this to be a normal part of LED technology. The Limited Warranty is valid only when the HanleyLED modules and power supplies are used together for their intended purpose and are properly installed and wired in accordance with all instructions, building codes, the latest UL Standards of Safety, NEC, CSA or any other domestic or international safety agencies.

Product Replacement

It is HanleyLED's mission to provide the highest quality product and workmanship in the industry, but in the event that a HanleyLED product is found to be defective due to defects in materials or workmanship, the product will either be repaired or replaced. To submit a warranty claim, the original customer who purchases HanleyLED products from World Wide Sign Systems, Inc. must complete and submit a product warranty claim form to information@hanleyledsolutions.com and receive a confirmed receipt of registration from HanleyLED.

HanleyLED requires samples of any presumed defective product in order to test the product in question and determine the cause of the problem. If the product is found to have failed due to a defect in the material or workmanship, then HanleyLED will replace the product. Replacement product is the sole remedy for failed product and will ship via ground transportation at HanleyLED's expense. Requests to expedite any replacement product will be shipped at the expense of the purchasing party, less the ground shipping costs. If the product is found to have failed due to a defect in the material or workmanship and the installer has already purchased new HanleyLED products to repair a sign, then HanleyLED will reimburse the sign manufacturer for the newly purchased HanleyLED product.



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Limited Labor Warranty Policy

When purchased and used together, HanleyLED modules and power supplies are supported by the HanleyLED Limited Labor Warranty Policy, in addition to the Limited Product Warranty Policy.

Labor warranty coverage is as follows:

Hanley Peregrine, Peregrine H2O, Kestrel Dome, Kestrel Mini, Golden, Wing Span, & Concorde Cabinet Series Modules

- Five (5) year labor warranty coverage on LED modules when installed with Hanley Premium Power Supplies.
- Up to \$500 maximum payout for labor per location, regardless of number of modules used or job size.

Hanley Premium Power Supplies

- Five (5) year labor warranty coverage on Premium Power Supplies when installed correctly with Hanley LED modules.
- One (1) year labor warranty coverage on Premium Power Supplies when installed correctly with another qualified LED module
- Up to \$150 payout for labor per location, regardless of number of power supplies or job size.

Upon completion of the job and at the time of shipment, World Wide Sign Systems will email a HanleyLED warranty registration form containing the product numbers, batch numbers and quantities to our customer. The form must then be completed and emailed to information@hanleyledsolutions.com within 30 days of installation to qualify for the product warranty. The sign manufacturer or installer must complete the warranty registration form in full and must submit a labor warranty registration form for each job site in order to be eligible. The warranted period begins 30 days after proper installation and after you have received a confirmed receipt of the registration from HanleyLED.