

# HanleyLED

## HanleyLED Limited Product Warranty Policy

HanleyLED warrants, subject to the limitations set forth on the product description, that HanleyLED Phoenix, PhoenixNRG, Kestrel, Stellar Edge, Wingspan, PhoenixNRG Bar and Kestrel Stick series of products will be free of defects in material or workmanship for a period up to ten (10) years and all HanleyLED power supply products for the number of years stated on each product specification sheet. The ten (10) year product warranty on the LEDs applies to purchases made on or after March 1, 2021. LED purchases prior to March 1, 2021 retain their previous seven (7) year warranty. The warranted period is based on the date of manufacture.

This warranty is for the sole benefit of the original company who purchased HanleyLED products from an authorized HanleyLED distributor for commercial sign installations (the "Application") only. This warranty is valid provided the LED modules and power supplies are used together as a system, no third-party devices are attempted to be used in the system and that the product is properly protected from weather, water, heat and other damaging environmental conditions. Should any LED module, bar/stick or power supply fail to perform to specification during the warranty period 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. A product shall not be considered defective solely because the product is non-working, as a product can also be rendered non-working by external or environmental forces, such as but not limited to power surges, compromised wire connections, etc.

### 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, bars/sticks and power supplies are used together for their intended purpose and are properly installed by a licensed electrician 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. HanleyLED Limited Product Warranty covers the replacement of the product only. It is HanleyLED's mission to provide the highest quality product and workmanship in the industry, but in the event that a HanleyLED product meets the qualifications of a defective product and is caused by defects in materials or workmanship, the product will either be repaired or replaced. If an immediate solution is needed for the presumed defective product, the customer may purchase replacement product at the customer's expense. If the returned product is found to be defective in a manner covered under warranty, HanleyLED will issue a credit for the replacement product. To submit a warranty claim, the original purchasing party must complete and submit a product [warranty claim form](#) with photos and other supporting information that support the claim to [information@hanleyledsolutions.com](mailto:information@hanleyledsolutions.com). HanleyLED reserves the right to request samples, additional photos and to test the product in question to determine the cause of the problem. The original purchasing party must supply proof that the inoperable product was not caused by an external or environmental cause. 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. If the product is found to have failed due to a defect in the material or workmanship and the original purchaser has already purchased new HanleyLED products to repair a sign, then HanleyLED will reimburse the sign manufacturer for the newly purchased HanleyLED product. The combined remedy for any warranty claim shall not exceed the total dollar amount of the purchase price of the defective product.

## LIMITED LABOR WARRANTY POLICY

When purchased and used together, HanleyLED modules and power supplies are supported by the HanleyLED Limited Labor Warranty Policy. HanleyLED Labor Warranty Policy refers to the onsite labor only, and does not cover incidental expenses, such as, but not limited to drive time, equipment rental, lost revenue, additional site visits etc.

Labor warranty coverage is as follows:

### **Phoenix, PhoenixNRG, PhoenixNRG Bar, Kestrel, Kestrel Stick, Wingspan, and Stellar series products**

- Five (5) year labor warranty coverage on LED modules when installed with HanleyLED Premium Power Supplies.
- Up to \$500 maximum per location for years 1-5, regardless of number of modules used or job size.

### **HanleyLED Premium Power Supplies (PPS5, Efficient Max & Superior Driver Series)**

- Five (5) year labor warranty coverage on Power Supplies when installed within warranty specifications and installed with HanleyLED modules.
- Up to \$100 maximum per location for years 1-5, regardless of number of drivers used or job size

To submit claims, the original purchasing party must submit a completed product [warranty claim form](#), with all relevant photos and other information that support the claim, to [information@hanleyledsolutions.com](mailto:information@hanleyledsolutions.com). The original purchasing party must supply proof that the inoperable product was not caused by an external or environmental cause. The warranted labor period is based on the date of manufacture, and begins 30 days after proper installation and after you have received a confirmed receipt of the registration from your HanleyLED distributor of the HanleyLED Warranty Registration Form.

