



# **Twenty Year** Limited Warranty

## Twenty Year Limited Warranty - Parts

This document establishes the warranty terms and conditions for select premium products manufactured by IKIO LED Lighting LLC (referred to as 'IKIO'). This limited warranty is provided by IKIO to the original purchaser of the product that is identified on IKIO sales invoice(s). This warranty may be transferred to subsequent purchasers of the Product, provided that such Product is resold in new condition and in its original packaging and shall be evidenced by a proof of purchase. IKIO warrants that the Product, when delivered in new condition and in its original packaging, will be free of defects in material and workmanship for a period of TWENTY (20) YEARS from the date of original purchase. This limited warranty covers the entire fixture including LED, driver and fixture housing, subject to the limits set at the time of sale. To make a warranty claim, purchaser must notify IKIO in writing within fifteen (15) days upon the discovery of the defect along with proof of purchase and comply with IKIO warranty requirements. Upon receiving that notice, IKIO may require you to promptly return the Product to IKIO, or its authorized service provider, freight prepaid. IKIO shall determine whether the Product is defective in its sole discretion with consideration given to the overall performance of the Product. IKIO products are warranted against manufacturing defects. However, a Product shall not be considered defective solely on the premise of defective LED components that emit light, if the number of inoperable light emitting components is less than 8% of the total number of LED components in the Product. If the Product is found determined to be defective by IKIO, it will elect, in its sole discretion, to repair or replace the Product. This limited warranty will not apply to loss or damage to the Product caused by: power surges; improper power supply; electrical current fluctuations; induced vibration; corrosive environment installations; harmonic oscillation or resonance associated with movement of air currents around the Product; alteration; accident; failure to follow installation, operating, maintenance or environmental instructions prescribed by IKIO or applicable electrical codes; or improper service of the Product performed by someone other than IKIO or its authorized service provider; or negligence; abuse; misuse; mishandling; improper installation, storage or maintenance; damage due to acts of God; vandalism; fire; and civil disturbances. Over time, additional labor hours due to local regulations (e.g., fire watch support), installation/start-up, normal control adjustments, general maintenance, glass breakage, freight damage, delayed site entry because of security or hours of operation and/or correcting an end-user installation error will not be reimbursed under warranty unless pre-approved with authorization from IKIO. This warranty is void if the product is not used for the purpose for which it is designed. IKIO reserves the right to utilize new, reconditioned, refurbished, repaired or re-manufactured 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 IKIO in its sole discretion, and warranted for the remainder of the original warranty period. This warranty is effective for purchases of Product on or after the effective date set forth in this document. IKIO reserves the right to modify this warranty from time to time. Any modification of this warranty shall be effective for all orders placed with IKIO on or after the effective date of such revised warranty. The warranty provisions detailed here are exclusive and is in lieu of any and all other warranties whether written or implied. In no event shall IKIO be liable for incidental, consequential, compensatory, indirect or any other damages. IKIO's total liability shall be limited to the purchase price of the defective product.

**All Retail Products are customized & not returnable after delivery.**

### Warranty Disclaimer :

IKIO has made a diligent effort to provide accurate product descriptions in its technical and advertising literature. However such descriptions are for the sole purpose of identification, and do not express or imply a warranty that the products are merchantable, or fit for a particular purpose, or that the products will necessarily conform to the illustrations or descriptions. The Limited Warranty stated above is the only warranty applicable to the product. All other warranties whether express or implied and including the implied warranties of merchantability and fitness for a particular purpose, are hereby disclaimed. The laws in some jurisdictions, however, do not allow the exclusion of implied warranties. If these laws apply, then all express and implied warranties are limited in duration to the ten year limited warranty period listed above; no warranties apply after that period. No oral or written information or advice given by IKIO, its agents, assigns, distributors, or employees shall create a warranty or in any way increase the scope of this Limited Warranty.

### Prompt Disposition :

IKIO will make a good faith effort for prompt correction or other adjustment with respect to any product which proves to be defective within the warranty period. Before returning any product, contact IKIO to obtain a return authorization (RMA) number. All warranty returns must be shipped to the address provided when obtaining the RMA number.

All warranty claims should be addressed to:

**C/O Teresa Baker  
IKIO LED Lighting Warehouse  
ATTN:RETURNS  
150 Industrial Park Dr.Batesville, IN,  
47006 USA**

Effective date: February 24, 2018