

Warranty Terms

GENERAL CONDITIONS

1. P.L. Light Systems warrants all parts and products against defects in materials and workmanship for the standard periods outlined in paragraph 4 below. Warranty does not include any labor or transportation costs related to the return of the defective product to P.L. Light Systems.
2. In the event of any warranty claim, customer is obligated (upon request) to provide P.L. Light Systems with full access to conduct the assessment, testing and/or light measurements of the lighting installation. P.L. Light Systems reserves the right to deny warranty claim in the event that access to facility is not granted.
3. In the unlikely event that a product fails to operate within the initial 90-days of invoice date, P.L. Light Systems will repair/replace the defective product/part at PL Lights discretion—at no cost to the customer (including transportation and labour costs.) The replacement product/parts(s) will then assume the remaining warranty of the original product/part.
4. Standard warranty coverage periods (commencing on date of product manufacture):

LUMINAIRES

- **ELECTRONIC LUMINAIRES:** Luminaires warranted for four (4) years, electronic ballasts* four (4) years, DE HPS lamps* four (4) years or 10,000 burning hours, whichever comes first; SE CMH lamps one (1) year or 6,000 burning hours, whichever comes first.

**NOTE: Four (4) year warranty period applies to product configurations with factory standard P.L. Light Systems' ballast ONLY. Warranty period may vary for configurations with ballast and/or lamp by other manufacturers.*

- **LED LUMINAIRES:** Full system warranty covers LED light engine, driver, and all fixture components for a period of five (5) years. Warranty applies only if light output of complete module has diminished by >15% of specified light output within five (5) years of commencement of warranty period.

REPLACEMENT PARTS

- **DE HPS LAMPS:** typical warranty period of four (4) years or 10,000 burning hours (whichever comes first). The exception is all Philips lamps, which carry a one (1) year warranty.

- **DE MH LAMPS:** Warranty period of one (1) year or 6,000 burning hours (whichever comes first).
- **SE HPS E39 LAMPS:** Warranty period of one (1) year or 6,000 burning hours (whichever comes first).
- **SE CMH PGZX18 LAMPS:** Warranty period of one (1) year or 6,000 burning hours (whichever comes first).
- **MAGNETIC BALLASTS:** Warranty period of one (1) year.
- **ELECTRONIC BALLASTS:** Warranty period of one (1) year.
- **LEGACY PARTS:** Warranty period of ninety (90) days for all legacy parts i.e. parts no longer used in P.L. Light Systems' standard product offerings (incl. ballasts, capacitors, ignitors and lamps).

NOTE: In the event of any warranty claim on replacement parts, customer is obligated (upon request) to provide P.L. Light Systems with all information required to conduct the warranty assessment. P.L. Light Systems reserves the right to deny warranty claim in the event that required information is not provided and to request the return of the defective part.

5. Terms of warranty are valid only when products are operated under normal conditions. Warranty is void if damage/failure is caused by/as a result of any of the following:
 - failure to install and operate product in accordance with local electrical codes and/or PL Light Systems' specifications.
 - product and/or its component parts have been tampered with in any way.
 - use of the product with any attachments/accessories not supplied by P.L. Light Systems.
 - use of the product with an unstable power source which may cause voltage fluctuations outside of the ballast/driver's rated input voltage range.
 - use of the product other than for its intended purposes.
 - storage and/or use of the product in inadequately controlled environmental conditions (temperature, humidity, etc.).
 - accident, neglect, abuse, or acts of God (incl. lightning).

NOTE: Per P.L. Light Systems' standard [Terms and Conditions of Sale](#), all sales are final. Any order cancellation(s), modification(s) and/or returns are subject to a cancellation and/or restocking fee up to and including the full cost of the order, except in the case of defective Product subject to warranty.



Warranty Terms

RETURN MATERIALS AUTHORIZATION (RMA)

A Return-to-Depot warranty policy is in place for all luminaires. After the initial 90-day warranty period, the customer is responsible for all shipping costs and arrangements to return the defective product to P.L. Light Systems facility, as per the RMA process outlined below.

P.L. Light Systems will cover the shipping costs to return the repaired items to the customer. All labor provided by an authorized PL Light representative is included.

Return Materials Authorization (RMA) Process:

1. Contact P.L. Light Systems customer service department at 1-800-263-0213, Monday – Friday, between 8:00am and 4:30pm (EST).
2. You will be assigned an RMA number.
3. RMA instructions and return shipping labels will be provided, subject to warranty eligibility.
4. RMA numbers are valid for 30 days from issue date.
5. The product will be assessed for warranty status upon receipt of the returned goods. Goods under warranty will be replaced/repaired, and returned freight prepaid. The customer is responsible for parts, labor, and shipping costs for all out-of-warranty repairs. The minimum labor charge is one (1) hour @ \$75 per hour.

To submit a warranty claim for **replacement parts**, contact P.L. Light Systems' customer service team at 1-800-263-0213, Monday – Friday, between 8:00am and 4:30pm (EST); or via email info@pllight.com.

