

Limited Warranty

Digital Lumens, Inc. (“Digital Lumens”) warrants that its luminaire, hardware and accessory products (“Products”) will be free from defects in material and workmanship and operate according to published specifications for the applicable warranty period, subject to the following conditions. The warranty period commences on the date of shipment (or date of manufacture if shipment date is not known or available or verifiable). If a Product fails to operate properly during the warranty period, Digital Lumens will, at its option, repair the Product, replace the Product with the same or similar product at no charge, or offer a credit of the purchase price pro-rated according to the remaining warranty period. Labor costs for replacement of defective Products are not included. Products may be repaired with new or reconditioned components. Repaired or replaced Products are only warranted for the remaining portion of the original warranty period.

Products (Purchased on or after October 1, 2019)	Warranty Period
LightRules® & SiteWorx Network Gateway	Five Years
Digital Light Agent controls	
Battery Backup Unit (BBD43 & BBDCLE)	
HLE luminaire family	Ten Years
ILE luminaire family	
DLE luminaire family, excluding Battery Backup Units	
LLE luminaire family	
CLE luminaire family, excluding Battery Backup Units	
RLE luminaire family, excluding Battery Backup Units	

Warranty Conditions

Warranties for third party components, meaning any non-Digital Lumens branded components that may be supplied with Products, are provided by the third party manufacturer. Digital Lumens will pass through all published manufacturers’ warranties.

Battery Backup Units will only be considered defective only if it fails to operate for the full 90 minutes (UL units), or 180 minutes (CE units), during required annual testing. The Battery Backup Unit must be installed on a compatible fixture and continuously powered within ninety 90 days of the date of shipment from Digital Lumens, and the unit may not be exposed to excessive full charge depletion cycles.

LightRules and SiteWorx Network Gateways carry a standard five year warranty when purchased as a standalone hardware device. SiteWorx Network Gateways provided through the purchase of a SiteWorx subscription will be warranted for as long as there is an active subscription.

For luminaire Products, a reduction in light output is only considered a defect if 10% or more of the individual light emitting diodes fail to illuminate.

Products must be:

- Properly stored prior to installation, and maintained after installation.
- Properly wired and installed according to applicable standards, code or instructions (including the latest National Electrical Code, the Standards for Safety of Underwriters Laboratory, the American National Standards Institute and the Canadian Standards Association).
- Used with compatible devices and accessories.
- Used in applications and environmental conditions within Product specifications.
- Operated at rated voltage or current.

This warranty excludes coverage for defects arising from: abnormal use or stress (e.g. excessive operating temperatures, under/over voltage or current, power surges, improper installation or programming); unauthorized modifications; or exposure to corrosive environments and substances (e.g. sulfur, chlorine, petroleum-based solutions, or other contaminants).

Replacement of Digital Lumens components with non-approved components of other manufacturers will void the warranty.

Energy savings, if any, will vary depending on factors such as site conditions, utility rates, selected components and system configuration. Any rebate, incentive or cost reduction that may be available from third parties is outside the control of Digital Lumens.

All warranty returns must have a Return Material Authorization (RMA). After receiving a Return Material Authorization, Customer must return the Product to Digital Lumens at customer's expense according to the shipping instructions provided. Digital Lumens will examine the returned Product to determine the cause of failure and whether the Product is defective and covered under this warranty.

The limited warranty provided above is the exclusive warranty for the Products. Digital Lumens disclaims all other statutory, express, or implied warranties, including any warranty of merchantability, fitness for a particular purpose or non-infringement.

To the extent permitted by law, Digital Lumens will not be liable for any incidental, special or consequential damages, including lost business or revenues, under any theory or claim, arising out of the purchase and use of the Products. Some jurisdictions do not allow exclusion or limitation of incidental or consequential damages, so these limitations may not apply to you.

Warranty Claims

For warranty service claims, please contact Digital Lumens Support:

Tel: (617) 723-1200

Email: support@digitallumens.com

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