

“ We stand behind every luminaire we sell with a 10-day product satisfaction guarantee and our 10-year limited warranty. ”

Michael Wu, President & CEO



10 YEAR LIMITED WARRANTY FOR SLG LIGHTING

The following warranties apply to SLG Lighting Group, Inc. (a) the product was purchased by a contractor on behalf of the end-user or by the end-user from an authorized SLG distributor who purchased the product directly from SLG and from no other source; (b) if the product has been installed, the entire installation was performed by a licensed electrician or under the supervision of a licensed electrician and the product was in its original, unopened and new condition at the time of installation. By way of example only and not in limitation, products purchased from anyone other than SLG or its authorized distributors.

SLG Lighting disclaims all representations and warranties with respect to all other products, including without limitation products that have been purchased from any person or entity other than an authorized SLG distributor, or installed by any person or entity other than a licensed electrician or under the supervision of a licensed electrician, and all products that are used or are otherwise not in their original SLG Lighting packaging at the time of installation.

Ten (10) Year No-compromise LED Product Warranty. Each SLG LED product other than the specific LED products expressly identified below which are covered by the warranty associated with those products, including the LED electronics and components of its properly installed LED product will be free from defects in materials and workmanship for a period of ten (10) year from the date of delivery to the end-user. Exceptions apply as defined in product specification sheets which are incorporated herein by reference. Defects in material or workmanship do not include improper installation or operation, alternations, power surges or overheating due to external conditions.

The 10 Year No Compromise LED Product Warranty includes the following performance criteria:

- LED light Output will be maintained above 70% of initial output
- LED color temperature will not shift more than 200K in CCT
- LED driver will operate within SLG specifications
- Fixture finish will not exhibit cracking, peeling, excessive fading or corrosion (excluding natural aluminum or brass products)





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This is limited to the repair and replacement of parts or the product and potential in SLG's discretion for necessary costs of services required to repair properly installed SLG LED products. If the SLG LED product fails the above warranty, SLG will provide at least one of the following resolve subject to all limitations stated herein with other obligations:

1. Provide a replacement SLG LED product: or
2. Potentially contribute to the cost of a technician for the repair or replacement of a defective SLG LED product subject to SLG's sole discretion: or
3. Upon returning the covered LED product, refund the purchaser cost for the covered LED product and potentially reimburse the purchaser the reasonable, customary, and necessary costs for replacing the product with an alternative product in SLG's sole discretion; or
4. Potentially contribute to the cost of a lift rental, if deemed necessary by SLG and in SLG's sole discretion

A SLG LED product can be returned to the original place of purchase for immediate replacement; or SLG can directly ship the replacement product

Warranty Claims can be made contacting SLG Customer Service at 1-832-500-4634 Monday-Friday 8:00 am to 6 pm Central time. SLG may request the product be returned or discarded, depending on criteria determined by SLG at the time of the claim.

Ten (10) Year Limited LED Product Warranty. Each SLG LED product in then Product Lines identified below, including the LED electronics and components of its properly installed LED product will be free from defects in materials and workmanship for a period of ten (10) year from the date of original sale. The product shall be considered defective only if 10% or more of the LED components fail for such product.

Exceptions apply as stated on product specification sheets incorporated herein by reference. Defects in material or workmanship do not include improper installation or operation, alterations, power surges or overheating due to external conditions.

This Limited SLG LED Warranty covers the following performance criteria (and no other criteria):

- LED driver will operate within SLG specifications
- 90% or more of the LED components will be free of defects
- Fixture finish will not exhibit, peeling or corrosion (excluding natural aluminum or brass products)

SLG Product Line covered by the Ten (10) Year Limited LED Product Warranty include:

- AL Series Area Lights
- CS/CR Series Canopy Lights
- PG/PL Series Parking Garage Lights
- VT Series Vapor Tight Lights
- FF/FL/FD/FLS/FR Flood Lights
- UDD Series Dusk to Dawn Lights
- HL/HR/HE High Bay Lights
- WE/WF/WM/WSA/WSE Wall Pack Lights
- TZ Series Industrial Strip
- TS G2 +





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SLG Product Line covered by the Five (5) Year Limited LED Product Warranty Purchase after 2/1/2018 include:

- TD
- TE
- TS G1

SLG will replace these products with the same model or issue a credit for the purchase price of the product that fails to meet this Limited Warranty and not provide any other resolves. A SLG LED product can be returned to the original place of purchase for immediate replacement; or SLG can directly ship the replacement product.

Accessories Warranty: Each SLG accessory will be free from defects in materials and workmanship for a period, starting from the date of delivery to the end-user, defined as follows:

- All lens – 3 year
- Photocell - 3 year
- All Mount (SPAR, SFD, WM, T, Y, Tenon Top, Adapter, Bracket)– 10 year
- Motion/Photo Sensor – 5 year
- Reflector – 3 year
- Clamp Band – 3 year
- Emergency Battery – 5 year

Exceptions and Other Limitations: None of the warranties stated herein shall apply and SLG makes no representations or warranties with respect to:

- Any product alteration
- Product mishandling
- Vandalism
- Civil disturbances
- Acts of God
- Electrical surge
- Improper electric supply
- Fluctuations of electrical current or voltage
- Electrostatic discharge
- Natural or induced mechanical oscillation
- Corrosive environments
- Failure to follow applicable electrical codes
- To the extent that SLG warranty covers costs for labor, equipment, and services under the No Compromise Warranty, such costs must be approved by SLG prior to incurring such costs. Failure to secure such approval will result in voiding that portion of the warranty and SLG reserves the right to reject payment for such cost.

Resolve: SLG's obligations for breach of warranty shall be limited to what is stated in the relevant warranties above and provided that buyer gives SLG written notice and returns the defective product to SLG in accordance with SLG's return material authorization (RMA) policies, and SLG confirms the defect. Except as otherwise stated herein and approved by SLG's in advance of any costs. Buyer is responsible for all costs to de-install defective products and re-install replacement or repaired products and SLG shall not be liable for labor or other costs related to deinstallation or re-installation.





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Additional Terms & Conditions

1. SLG reserves the right to modify this Warranty from time to time; any such modification shall be effective for all purchases made after the effective date of such revised Warranty.
2. This Warranty assumes that the Products will be operated for an average of twelve (12) hours per day. Operation of the Products in excess of 12 hours per day will shorten the Warranty coverage period to a maximum of 47,000 operating hours (or 10 years from the date of purchase, whichever is reached first).
3. This Warranty does not cover any third-party products or devices used in conjunction with the Product.
4. Repaired and/or replacement Products are warranted for the remainder of the failed Product's original Warranty Period.
5. If an identical replacement Product is not reasonably available, SLG reserves the right, at its sole discretion, to replace the defective Product with a different product. SLG also reserves the right to utilize new, reconditioned, refurbished, repaired or remanufactured products or parts in the Warranty repair/replacement process.
6. This Warranty is limited to Products purchased in, and for use within, the United States.
7. This Warranty does not cover any cosmetic Product defects, including without limitation, damage to the painted Product finish or other finish or coating. Nor does this Warranty cover any lumen drop-off or CCT (i.e. color temperature) variations experienced by a Product.

Limitation of Liability

THE FOREGOING WARRANTY IS EXCLUSIVE, AND IS THE SOLE REMEDY FOR ANY AND ALL CLAIMS, WHETHER IN CONTRACT, IN TORT OR OTHERWISE ARISING FROM THE FAILURE OF PRODUCT AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ALL WARRANTIES OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE, WHICH WARRANTIES ARE HEREBY EXPRESSLY DISCLAIMED TO THE EXTENT PERMITTED BY LAW AND, IN ANY EVENT, SHALL BE LIMITED TO THE WARRANTY PERIOD SPECIFIED ABOVE. THE LIABILITY OF SLG SHALL BE LIMITED TO THE TERMS OF THE EXPRESS WARRANTY SET FORTH HEREIN. IN NO EVENT WILL SLG BE LIABLE FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, WITHOUT LIMITATION, DAMAGES RESULTING FROM LOSS OF USE, PROFITS, BUSINESS OR GOODWILL, LABOR COSTS, REMOVAL OR INSTALLATION COSTS, DECREASE IN THE LIGHT OUTPUT OF THE LIGHT, AND/OR DETERIORATION IN THE LIGHT'S PERFORMANCE, WHETHER OR NOT SLG HAS BEEN ADVISED OF THE POSSIBILITY THEREOF. UNDER NO CIRCUMSTANCES SHALL SLG'S ENTIRE LIABILITY FOR A DEFECTIVE PRODUCT EXCEED THE PURCHASE PRICE OF THAT PRODUCT. WARRANTY SERVICES PROVIDED UNDER THESE TERMS AND CONDITIONS DO NOT ENSURE THE UNINTERRUPTED OPERATION OF PRODUCTS; SLG SHALL NOT BE LIABLE FOR DAMAGES CAUSED BY ANY DELAYS INVOLVING WARRANTY SERVICE.

This Limited Warranty gives you specific legal rights and you may also have other rights that may vary from state to state. Because some states or jurisdictions do not allow the exclusion or limitation of liability for consequential or incidental damages, this limitation may not apply to you.

