

Lumecon LLC (“Lumecon”) provides a warranty to the first user that all Products manufactured by Lumecon are free from defects in material and workmanship, subject to the limitations outlined below. The Products should operate properly throughout the warranty period when installed, maintained, and operated under normal conditions as described in the Product specification sheets and other documentation provided by Lumecon.

This warranty covers Products manufactured by Lumecon in the USA and used for purposes defined by Lumecon LLC.

The warranty period begins on the date labeled as the manufacture date on the Products and lasts for ten (10) years for LED arrays, power supplies, and associated electrical components. However, this warranty excludes components considered “consumable,” such as Photocells (standard issue NEMA and button type), occupancy sensors, controls and related electronics, surge suppressors, and other third-party accessories not manufactured by Lumecon. These components may have their own warranty provided by a third-party manufacturer. The warranty for electrical components assumes that the Products are operated within their intended electrical and ambient temperature design limits as specified in their respective product specification sheets.

A defect in a Product will be recognized if either (a) there is a degradation in light output greater than 30% over the Warranty Period or (b) more than 5% of the LEDs have completely failed.

Finish Warranty:

The painted finish of the product(s) will be considered defective in material or workmanship for five years from the date of purchase only if there is significant deterioration, such as blistering, cracking, or peeling. Please note that the painted finish is not warranted against fading or chalking, as natural fading or chalking may occur over time due to normal aging. Additionally, if the product(s) are intended for installation in coastal conditions (within 5 km/3 mi from the seashore), it is advisable to consult the factory for specific product recommendations and guidance.

Limitations of Warranty:

This warranty does not apply to parts or assemblies exposed to extraordinary weather conditions. Specifically, this warranty does not cover failures caused by transient and/or surge voltage or current, including but not limited to lightning strikes, load switching, dirty power, improper grounding, or acts of nature, such as hurricanes, tornadoes, or other catastrophic events. Nor does the warranty apply to parts or assemblies that have been subjected to abuse, misuse, improper installation, abnormal service, improper repair or maintenance, and tampering.

Exclusive Remedy:

Lumecon's sole liability under this warranty is limited to the repair or replacement (at Lumecon's discretion) of the defective Product or LED array. Lumecon will not be responsible for any other loss or expense, including but not limited to charges or claims for labor, lost business, lost time, lost profits, loss of use, or any incidental, consequential, or punitive damages. If Lumecon decides to replace the Product and is unable to do so because it has been discontinued or is not available, Lumecon may replace it with a comparable product. Lumecon reserves the right to use new, reconditioned, refurbished, repaired, or re-manufactured products or parts to repair or replace any Product covered by this limited warranty.

Exclusion of all other Warranties:

This warranty replaces all other warranties, whether expressed or implied, including but not limited to any warranties of merchantability or fitness for a particular purpose.

Procedure for Claims:

To make a claim under this warranty, the person should promptly notify Lumecon in writing at support@lumecon.com. Lumecon will provide an RMA number to be included in all shipments and correspondence going forward.

If Lumecon needs to examine the Product before processing a claim, it will specify a destination to which the claimed defective Product should be shipped, with the freight prepaid. Lumecon will close any RMA if the product is not received within 30 days of the request. In any case, the user should only dispose of the claimed defective Product once the claim has been resolved.

Upon receipt of the claimed defective Product, Lumecon will conduct necessary examinations to determine if the Product incurred a defect within the warranty period. If Lumecon confirms the defect, it will repair or replace the Product and return it with the freight prepaid.

Lumecon may request installation, maintenance, and repair records related to the claimed defective Product from the user. If these records do not demonstrate appropriate installation, maintenance, or repair, or if there are no such records, the claim may be denied. The user bears the burden of showing appropriate installation, maintenance, and repair.

If the Product reviewed by Lumecon does not meet the requirements of the Warranty, Lumecon will notify the user, who should promptly notify Lumecon either (a) to repair or replace the Product at the user's cost, with return freight being collect; or (b) to dispose of the Product at the user's cost.

Note: Poles not manufactured by Lumecon will reflect the original manufacturer's warranty. Please consult the factory for specific details.