

HiLumz Acquisition, LLC (“HiLumz”, “HiLumz USA”, “Hypernova”) Warranty Program

**Warranty Statement.** HiLumz offers a limited repair or replacement warranty on the materials of LED products, including HiLumz, Hypernova, or other branded products sold by HiLumz USA. HiLumz designs and sells products to last well beyond the warranty period. In addition, HiLumz takes tremendous pride in ensuring that customers enjoy the benefits of HiLumz products for a life that exceeds expectations. However, due to the nature of the electrical & lighting business, components such as capacitors experience manufacturing variances that may cause failures. When this happens, HiLumz is committed to ensuring a speedy and hassle-free replacement of the failed components or a full replacement system. Labor costs associated with the replacement are not covered by HiLumz unless otherwise specified. HiLumz has the sole right to change its warranty policy at any time.

1. **Valid Warranty Claim.** A failed unit which constitutes a valid warranty claim means that the product no longer performs as originally specified or advertised, either from light performance or aesthetics. The lights must function properly; power on, not flash or visibly flicker, and maintain a 20% variance from its originally installed CCT, and no less than 75% of the original light output.
2. **Warranty Period.** Product warranties should be documented and agreed upon on purchase order documents.
3. **Replacements.** HiLumz strives to offer fast and responsive warranty support. HiLumz products are designed for easy servicing. With a valid warranty claim, please follow the RMA process and the HiLumz team will work quickly to get your product working again. If a valid warranty claim is on a product that is no longer available at the time of a warranty claim, a like-kind replacement may be provided. If HiLumz no longer supports a like-kind product, HiLumz may source a product from a different manufacturer or provide a pro-rata refund. HiLumz is only required to only replace the failed parts and not remaining working parts.
4. **Harsh Conditions Exceptions.** HiLumz assumes products are being installed in Standard conditions unless customers notify otherwise. If actual conditions are considered harsh, customer must notify HiLumz prior to purchasing product for warranty to be valid. Please note that there are a variety of ways to mitigate these issues but HiLumz must be made aware of them prior to selling the product and have the opportunity to address the issue or adjust the warranty period or terms.

Notify HiLumz of the following harsh conditions to qualify for warranty support.

- a. Ambient heat above 110°F (considered “high heat environment”)
  - b. 24/7 operating time where LEDs do not have the chance to power off
  - c. High vibration environments
  - d. Poor air quality with high density of small particles (example: wood mills with dust particles)
  - e. Dirty power environments with excessive voltage surge (common in facilities with large equipment and poor voltage regulators or filters or in lightening rich environments)
  - f. Chemically rich environments (such as indoor pools with poor ventilation, chemical mixing plants, or paint shops)
5. **Voided Warranty:** Physical damage, severe power surges or lightening, water damage, or incorrect wiring/installation voids warranty. Additionally, no warranty support will be offered for any products to customers with past due Accounts Receivables owed to HiLumz USA, regardless of whether or not the outstanding A/R is attributed to the products in question.
  6. **Installation.** To qualify for a warranty claim, products must be properly installed in fixtures. Retrofits should have reflector removed, be in a non-wet environment unless otherwise specified (IP65+ fixtures exterior) and meet the required space requirements (11 cubic inches per watt). All exterior products in the State of Florida or along the Georgia or South Carolina coast must have additional 10kV surge protection. HiLumz and Hypernova product specialists are standing by to help determine and confirm a successful application.

## Return Material Authorization (RMA) Procedure

Process for requesting, initiating and completing a warranty claim.

To initiate a warranty claim, customer must complete the HiLumz RMA form. Customer must provide a valid Invoice number to verify warranty coverage. Once completed, a HiLumz support agent will provide direction for initiating the physical exchange or repair based on the nature of the issue.

Warranty claims can be handled in one of two ways.

1. Customer ships defective product back for warranty inspection. Product will be inspected, and customer will be notified if warranty is invalidated for any reason. If warranty claim is valid, HiLumz shall repair or replace the unit and make reasonable efforts to return a replacement unit within 7 days.
2. In some situations, it is most economical to receive a replacement product prior to removing and returning the failed system to avoid two service calls on site. As such, customer may choose to purchase a replacement system whereas warranty replacement product will be shipped to customer prior to having failed unit returned. Customer then services the system with the new system and then ships back to HiLumz the replaced defective products. If returned product is then approved for warranty claim upon inspection at the HiLumz facility, a credit will be provided to customer for the previously purchased system.

Please note that should customer choose option #2, it is the customers responsibility to service only the failed components. For example, if a driver, surge protection, motion sensor, or other component fail, causing the entire system to go down, the customer should only replace the failed component and return to HiLumz the unused replacement parts that were not utilized in the repair process. If customer replaces perfectly working components with the replacement components, a full credit may be denied.

*For all RMA processing, HiLumz pays freight from HiLumz to customer and customer pays return freight.*

Contact [sales@hilumzusa.com](mailto:sales@hilumzusa.com) for RMA support