

Warranty Coverage

Standard Warranty

RENO Lighting provides a warranty for its products, ensuring they are free from defects in materials and workmanship. If, within the specified warranty period, a product is found to be non-compliant with the warranty terms outlined herein, **RENO Lighting**, at its sole discretion, will either:

1. Provide a replacement product or replacement components (e.g., LED driver for a fixture) at no charge, or
2. Grant the original purchaser a credit toward a product replacement.

If the exact replacement product is unavailable, a comparable product will be provided. **RENO Lighting** is not responsible for labor or transportation costs associated with the removal, return, or installation of products related to a warranty claim. However, at its sole discretion, **RENO Lighting** may offer reasonable labor allowances for warranty-related services, depending on the scope, scale, and nature of the claim.

Limited Extended Warranty

During the **Limited Extended Warranty** period, the maximum remedy available is a credit for the purchase value (based on the original transaction between **RENO Lighting** and the distributor/customer), depreciated as follows:

- **Year 6:** 60% of the original purchase value
- **Year 7:** 50% of the original purchase value
- **Year 8:** 40% of the original purchase value
- **Year 9:** 30% of the original purchase value
- **Year 10:** 20% of the original purchase value

No labor allowance, credit, or reimbursement will be provided for warranty-related removal, return, or installation services during the **Limited Extended Warranty period**.

How to Submit a Warranty Claim

To initiate a **warranty claim**, the original purchaser must:

1. Retain the failed product.
2. Submit an RMA (Return Merchandise Authorization) form via renolighting.com or an authorized **RENO Lighting** sales representative within 30 days of product failure.

At its sole discretion, **RENO Lighting** may require the failed product to be returned for analysis. Failure to comply with this request shall render the warranty null and void.

Limitations of Warranty Coverage

This warranty is void if the product has been exposed to **abnormal operating or usage conditions**, including but not limited to:

- Excessive temperatures
- Unstable or excessive voltage due to line surges or high-speed transients
- Corrosive substances
- Water intrusion as a result of incorrect installation
- Unauthorized alterations or modifications
- Vandalism
- Acts of God

For LED-containing products, warranty claims will only be considered if electrical failure occurs due to a manufacturing defect, with more than **10%** of the LEDs within the product failing to illuminate.

This warranty does not cover **minor cosmetic issues**, such as fading, discoloration, or corrosion. However, excessive cosmetic defects—such as severe cracking, chipping, peeling, or fading—may be considered a defect under this warranty.

Accessories, including but not limited to occupancy **sensors**, **external photocells**, and **emergency battery backup devices**, are excluded from the **Limited Extended Warranty**, regardless of whether they were purchased separately or installed with other products. **Accessories** manufactured by **RENO Lighting** will follow the standard component warranty.

The Limited Extended Warranty is subject to the following additional restrictions:

1. Maximum allowable ambient operating temperatures:

- LED Tubes: 77°F
- Indoor LED Fixtures (Non-High Bay): 77°F
- Indoor LED Fixtures (High Bay): 86°F
- Outdoor LED Fixtures: 95°F

LED Tubes must not be installed in sealed, gasketed, or vapor-tight fixtures.

Fixtures with an integral photocell feature must have the photocell switched to the OFF position. The integral photocell function must not be used.

LED Drivers must not exceed a case temperature that is more than 5°C lower than the specified Standard Warranty rating throughout the coverage period.

Terms and Conditions

Warranty Evaluation

RENO Lighting reserves the right to examine all failed fixtures and be the sole judge of whether any fixture is defective and covered under warranty.

Third-Party Component Warranty

If **RENO Lighting** products incorporate components manufactured by third parties, the warranty coverage for those components shall be governed by the respective manufacturer's policies. **RENO Lighting** will assist customers in seeking warranty services from the appropriate manufacturer. However, **RENO Lighting** assumes no responsibility for the compatibility of third-party components with its products. Customers must verify compatibility before installation.

Coverage for Repaired or Replacement Products

Any repaired or replacement products provided under warranty are covered only for the remainder of the original product's warranty period, based on the product date code and/or proof of purchase from an authorized distributor or dealer.

Limitation of Liability

The **RENO Lighting** Warranty is the sole remedy available to the customer. RENO Lighting shall not be liable for:

- Loss of profits or revenue
- Loss of use of any other goods or associated equipment
- Damage to associated equipment
- Cost of capital, substitute products, facilities, or services
- Downtime costs
- Claims made by the customer's own clients

No implied statutory warranty of merchantability or fitness for a particular purpose is made or implied.

Modifications and Alterations

Any unauthorized modifications, alterations, or additions to the product void this warranty unless explicitly approved by **RENO Lighting** in writing.

Warranty Updates

This warranty is subject to change without notice. Any modifications shall apply to purchases made on or after the effective date of the change.

Supplemental Terms and Conditions (Poles)

This warranty explicitly excludes:

1. Fatigue failure or similar issues caused by induced vibration, harmonic oscillation, or resonance due to air movement.
2. Damage due to improper installation, overloading, misuse, abuse, accidents, or neglect.

Labor costs associated with removal and/or reinstallation of original or replacement parts are the customer's responsibility. Additionally, the customer assumes full responsibility for ensuring the structural integrity of any new or existing pole foundation, anchorage, or structures.

Warranty Guidelines for Product Categories

| Indoor LED Fixtures | | | | |
|--|-------------------|-------------|---------------------------|-------------|
| Product Category | Standard Warranty | | Limited Extended Warranty | |
| | Warranty Period | Usage Limit | Warranty Period | Usage Limit |
| ARCHITECTURAL STRIPS | 5 Years | 8760 hrs/yr | 10 Years | 4380 hrs/yr |
| CEILING FIXTURES | 5 Years | 8760 hrs/yr | 10 Years | 4380 hrs/yr |
| CYLINDER LIGHTS | 5 Years | 8760 hrs/yr | 10 Years | 4380 hrs/yr |
| DOWNLIGHTS | 5 Years | 8760 hrs/yr | 10 Years | 4380 hrs/yr |
| EMERGENCY LIGHTING | 5 Years | 8760 hrs/yr | ~~~ | ~~~ |
| FLAT PANELS ECO | 5 Years | 8760 hrs/yr | ~~~ | ~~~ |
| FLAT PANELS PRIME | 5 Years | 8760 hrs/yr | 10 Years | 4380 hrs/yr |
| LINEAR HIGHBAYS ECO | 5 Years | 8760 hrs/yr | ~~~ | ~~~ |
| LINEAR HIGHBAYS PRIME | 5 Years | 8760 hrs/yr | 10 Years | 4380 hrs/yr |
| LINEAR STRIPS ECO | 5 Years | 8760 hrs/yr | ~~~ | ~~~ |
| LINEAR STRIPS PRIME | 5 Years | 8760 hrs/yr | 10 Years | 4380 hrs/yr |
| NEON STRIPS | 5 Years | 8760 hrs/yr | ~~~ | ~~~ |
| POT LIGHTS | 5 Years | 8760 hrs/yr | ~~~ | ~~~ |
| TRACK LIGHTING | 5 Years | 8760 hrs/yr | ~~~ | ~~~ |
| TROFFERS | 5 Years | 8760 hrs/yr | 10 Years | 4380 hrs/yr |
| UFO HIGHBAYS ECO | 5 Years | 8760 hrs/yr | ~~~ | ~~~ |
| UFO HIGHBAYS PRIME | 5 Years | 8760 hrs/yr | 10 Years | 4380 hrs/yr |
| VANITY FIXTURES | 5 Years | 8760 hrs/yr | ~~~ | ~~~ |
| VAPOR TIGHT FIXTURES | 5 Years | 8760 hrs/yr | 10 Years | 4380 hrs/yr |
| VAPOR TIGHT FIXTURES ECO | 5 Years | 8760 hrs/yr | ~~~ | ~~~ |
| WALL SCONCES | 5 Years | 8760 hrs/yr | ~~~ | ~~~ |
| WRAP FIXTURES | 5 Years | 8760 hrs/yr | 10 Years | 4380 hrs/yr |
| WRAP FIXTURES ECO | 5 Years | 8760 hrs/yr | ~~~ | ~~~ |
| Outdoor LED Fixtures | | | | |
| Product Category | Standard Warranty | | Limited Extended Warranty | |
| | Warranty Period | Usage Limit | Warranty Period | Usage Limit |
| AREA LIGHTS | 5 Years | 8760 hrs/yr | 10 Years | 4380 hrs/yr |
| BOLLARD LIGHTS | 5 Years | 8760 hrs/yr | 10 Years | 4380 hrs/yr |
| CANOPY FIXTURES | 5 Years | 8760 hrs/yr | 10 Years | 4380 hrs/yr |
| FLOOD LIGHTS | 5 Years | 8760 hrs/yr | 10 Years | 4380 hrs/yr |
| POST TOPS | 5 Years | 8760 hrs/yr | 10 Years | 4380 hrs/yr |
| WALL PACKS | 5 Years | 8760 hrs/yr | 10 Years | 4380 hrs/yr |
| SPORTS LIGHTS* | 5 Years | 8760 hrs/yr | 10 Years | 4380 hrs/yr |
| *25 Year Limited Warranty Option available. Ask your representative for more information | | | | |

| Outdoor Mounts and Brackets | | | | |
|---|-------------------|-------------|---------------------------|-------------|
| Product Category | Standard Warranty | | Limited Extended Warranty | |
| | Warranty Period | Usage Limit | Warranty Period | Usage Limit |
| POLE MOUNTING ADAPTORS | 1 Year | ~~~ | ~~~ | ~~~ |
| Lamps | | | | |
| Product Category | Standard Warranty | | Limited Extended Warranty | |
| | Warranty Period | Usage Limit | Warranty Period | Usage Limit |
| LINEAR TUBES (TYPE A) | 5 Years | 8760 hrs/yr | ~~~ | ~~~ |
| LINEAR TUBES (TYPE A) ECO | 5 Years | 8760 hrs/yr | ~~~ | ~~~ |
| LINEAR TUBES (TYPE B) | 5 Years | 8760 hrs/yr | 10 Years | 4380 hrs/yr |
| LINEAR TUBES (TYPE B) ECO | 5 Years | 8760 hrs/yr | ~~~ | ~~~ |
| LINEAR TUBES (TYPE C) | 5 Years | 8760 hrs/yr | ~~~ | ~~~ |
| A-SHAPE LAMPS ECO | 1 Years | ~~~ | ~~~ | ~~~ |
| A-SHAPE LAMPS | 3 Years | ~~~ | ~~~ | ~~~ |
| LED FILAMENT LAMPS | 3 Years | ~~~ | ~~~ | ~~~ |
| MR16 & GU10 | 3 Years | ~~~ | ~~~ | ~~~ |
| PAR LAMPS | 3 Years | ~~~ | ~~~ | ~~~ |
| PL LAMPS | 5 Years | 8760 hrs/yr | ~~~ | ~~~ |
| SOCKETS & DISCONNECTS | 1 Year | ~~~ | ~~~ | ~~~ |
| Power Supplies | | | | |
| Product Category | Standard Warranty | | Limited Extended Warranty | |
| | Warranty Period | Usage Limit | Warranty Period | Usage Limit |
| EMERGENCY LED DRIVERS | 5 Years | 8760 hrs/yr | ~~~ | ~~~ |
| LOW VOLTAGE LED DRIVERS | 5 Years | 8760 hrs/yr | ~~~ | ~~~ |
| TYPE C DALI DRIVERS | 5 Years | 8760 hrs/yr | ~~~ | ~~~ |
| Sensors and Controls | | | | |
| Product Category | Standard Warranty | | Limited Extended Warranty | |
| | Warranty Period | Usage Limit | Warranty Period | Usage Limit |
| RENO SMART SENSORS | 5 Years | 8760 hrs/yr | ~~~ | ~~~ |
| STANDALONE SENSORS | 5 Years | 8760 hrs/yr | ~~~ | ~~~ |
| RENO EVC | | | | |
| Product Category | Standard Warranty | | Limited Extended Warranty | |
| | Warranty Period | Usage Limit | Warranty Period | Usage Limit |
| EV CHARGERS | 3 Years | ~~~ | ~~~ | ~~~ |
| PEDESTALS | 1 Year | ~~~ | ~~~ | ~~~ |
| Warranty Information | | | | |
| 1. This warranty is valid only for products manufactured on or after Jan 1st, 2023, as verified by the product's date code. Products manufactured before this date are not covered retroactively. | | | | |
| 2. The product must be installed and used strictly in accordance with the manufacturer's guidelines; it should operate within the electrical specifications indicated on the product's label (if applicable), be utilized in lighting fixtures that are approved for such use (if applicable), and be subjected to environmental conditions—like temperature, humidity, and airflow—that are within the specified normal operating range. | | | | |

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| 3. | Risk of Elevated Chemical Exposure: This LED lighting fixture is not engineered to resist damage from harsh chemicals typically found in manufacturing settings. Exposure to such corrosive or caustic substances may accelerate the fixture's degradation, potentially causing malfunction and increasing safety risks. The warranty expressly excludes any damage or defects arising from such environments. Use of the fixture in these conditions voids the warranty, and RENO Lighting will not be responsible for any resultant harm or losses. Users must verify the fixture's compatibility with the specific environmental chemicals and conditions. For suitable lighting solutions in these settings, consulting with professionals or directly with RENO Lighting is advised. |
| 4. | Commissioning Services & Support (regardless of charge) are NOT covered by Standard or Limited Extended Warranties. |
| 5. | <p>If a Battery is found to be defective during the warranty period, the sole and exclusive remedy shall be a discount toward the purchase of a replacement emergency battery as set forth in the table below:</p> <p>Time After Shipment:</p> <p>Less than 3 Years – Full Replacement</p> <p>3-4 Years – 50% Off Cost of Replacement</p> <p>4-5 Years – 25% Off Cost of Replacement</p> <p>Warranty only valid when product has been continuously connected to an AC input power source within 90 days of the date of purchase.</p> |