
Limited Warranty – LED Fixtures

LumenFocus warrants our indoor LED fixtures, inclusive of the LED arrays and LED drivers, to be free of material or workmanship for a period of 5 years from the date the product was shipped from the LumenFocus factory. The LED arrays will only be considered defective in material or workmanship if a total of 15% or greater of each LED array does not illuminate. All LED products must be installed in applications with ambient temperatures within the specified range and must be operated on electrical systems with voltages that are ALWAYS within the specification for the LEDs and arrays. Third party components incorporated into the LumenFocus products that are not manufactured by LumenFocus are exempt from our warranty; but these products may be covered by the original equipment manufacturer.

Any other components or optional components beyond the LED arrays and LED drivers, such as emergency battery backup, cords, lens material, will be covered under the standard general warranty of 3 years and any warranty of the original manufacturer. Please refer to standard general warranty on page 3. (For vaportight luminaires, the lens is considered to be part of the LED luminaire housing and is covered for a period of 5 years.)

LumenFocus will not be responsible for any LED or array failures caused by external causes, including but not limited to the following: physical damage, fire, acts of nature, exposure to chemicals in which it is not intended, exposure to any and all types of corrosive chemicals, chemicals for cleaning, high pressure wash down, power spikes – high or low which go beyond the specified limits, any other outside agency inclusive of vibration, animal infestation or contamination. No changes to the product that impact the operation or UL of the product will be covered.

All products will be installed in compliance with the National Electric Code. Any deviation will void any warrantee. Any substandard mechanical installation, if creating any damage to the product, inclusive of hanging systems, will also void the warranty. Any third party components added to LumenFocus fixtures that may cause failure will void this warranty. This limited warranty is void if the product is not used for the purpose for which it was sold and intended.

In the event that LumenFocus LED arrays or drivers fail with LumenFocus being at fault, it will be LumenFocus' option to repair or replace the products with the same functioning equal product or component. This warranty excludes any equipment or labor necessary to remove, repair, or replace the faulty product. Any replacement product or component does not extend the warranty period.

Modules operating in cold storage applications with temperatures ranging from -40° Celsius to 0° are required to follow one of the cold temperature rules below:

- The high-performance LED module can be left on 365 days a year
- If the high-performance module is installed in conjunction with a timer, energy or building management system, the module can be cycled up to eight times a day within a 24-hour period. Once the module is turned on, it must remain on for a minimum of one hour. The on and off cycle must be separated by a one-hour period
- Occupancy or vacancy sensors must be used that have a dimming feature allowing the high-performance module to dim down over time with the option to turn off. The occupancy or vacancy sensor must be set to no less than an eight-minute time out. Once motion is detected, the module should be turned on instantly and stay at 100 percent of max current for a minimum of one minute. When no motion is detected, and the sensor starts to time out, the modules should be dimmed down to 40 percent of the max current. When the area is vacant and the sensor's timer expires, the module will turn off while at rest. One complete cycle of the module being turned on, dimming down and turning off will take approximately 10 minutes

LumenFocus reserves the right to request faulty product be sent to its factory for inspection and testing.



In order to make a claim, you must notify LumenFocus in writing within sixty days after your discovery of any defect, and must provide the original invoice for the material.

All warranty claims will be placed on hold if there is an outstanding balance on the project. Warranty activity will not resume until payment has been made per terms.

THE FORGOING WARRANTY PROVISIONS ARE EXCLUSIVE AND ARE GIVEN AND ACCEPTED IN LIEU OF ANY AND ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING AND WITHOUT LIMITATION OF WARRANTY AGAINST ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR USE FOR ANY PARTICULAR PURPOSE.

IN NO EVENT WILL LUMENFOCUS BE LIABLE FOR COMPENSATORY, CONSEQUENTIAL, INCIDENTAL, INDIRECT OR OTHER DAMAGES. LUMENFOCUS' AGGREGATE LIABILITY WITH RESPECT TO A DEFECTIVE PRODUCT SHALL IN ANY EVENT BE LIMITED TO THE AMOUNT PAID TO LUMENFOCUS FOR THAT DEFECTIVE PRODUCT. LUMENFOCUS SHALL HAVE NO LIABILITY FOR LOSS OF PROFIT, LOSS OF ANTICIPATED SAVINGS OR REVENUE, LOSS OF INCOME, LOSS OF BUSINESS, LOSS OF OPPORTUNITY, LOSS OF PRODUCTION, LOSS OF REPUTATION, INDIRECT, CONSEQUENTIAL, INCIDENTAL, PUNITIVE OR EXEMPLARY DAMAGES.

Optional Extended Limited Warranty – LED Fixtures

Certain LumenFocus luminaires are offered with an extended warranty of up to 10 years. Luminaires must be purchased with the extended warranty and labeled as such. Extended warranties are subject to additional application conditions such as maximum annual operating hours and maximum ambient temperatures, as specified at the time of purchase. All other warranty terms and conditions follow the standard LumenFocus warranty policy. In accordance with the standard warranty, any other components or optional components beyond the LED arrays and LED drivers, such as emergency battery backup, sensors, cords, lens material, will be covered under the standard fluorescent general warranty of 3 years and any warranty of the original manufacturer.

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General Warranty / Non-LED Fixtures

LumenFocus warrants all equipment to be free from defect in manufacturing, under normal and proper storage, installation, and use for a period of one year. In the event of failure, LumenFocus has the option of either replacing the defective components or goods or crediting the purchaser for the purchase price of such goods. Our guarantee liability extends only to the repair or the replacement of the defective part and no labor charges for the correction of the defect by repair or replacement will be honored by LumenFocus, unless prior written authority has been granted by our Customer Service Department. LumenFocus does not directly warrant the component products, such as lamps and ballasts, etc..... Products, lamps and ballasts utilized are those of recognized manufacturers and their product warranties shall apply. LumenFocus may assist with establishing custom product warranties – however product warranty claims will be handled directly between the Customer and Product Manager.

LumenFocus reserves the right to request faulty product be sent to its factory for inspection and testing.

In order to make a claim, you must notify LumenFocus in writing within sixty days after your discovery of any defect, and must provide the original invoice for the material.

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