

PacLights FAQs

5-Year or 7-Year Limited Warranty - LED Lighting Products

Q: Which products are covered? Are there exclusions?

A: PacLights's warranty covers the broadest product range in the industry. Please visit www.PacLights.com/warranty for detailed information. Here is the list of exclusions:

1. Some lamps
2. Emergency backup batteries
3. Third-party integrated controls
4. Button and Twistlock photocells
5. Occupancy controls
6. Mounts

Q: Is labor included in the warranty?

A: No, the warranty covers the repair or replacement of the product only.

Q: What is the "10% LED failure"?

A: The product will be considered defective if at least 10% of the LEDs fail to illuminate.

Q: Does the "10% LED failure" clause cover the driver?

A: Yes, if the driver fails and causes more than 10% of the LEDs to not operate properly, it would be considered defective and be covered.

Q: The warranty states 5 or 7 years, but some spec sheets give specific hours of life. What is the difference?

A: All of the PacLights lighting specification sheets that require an update to the warranty messaging are being revised to state 5 or 7 years. This will take some time to complete due to the number of specification sheets existing. Our rated lifetimes are estimated according to industry standards to determine when the product will operate at 70 percent or greater of its initial lumen output (L70).

Q: Is the 5-year or 7-year limited warranty retroactive?

A: No, this warranty is effective for purchases of product on or after the effective date listed in the revised warranty. Please visit www.PacLights.com/warranty for detailed information.

If there are any further questions, please contact Sales@PacLights.com.

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