



## MESTER LED LIMITED

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### MESTER LED Lamp & Fixture Limited Warranty

The limited warranty will be provided by Mester for the product defects occurring within 3-5 years from the date of original purchase, 5 years for that lamp/fixture working period is 12hours per day. 3 years for working period over 12hours per day. MESTER will provide the Customer the reconditioned, repaired or new products or parts as replacement, and the aforementioned provisions do not extend the original warranty period of the unit which has been repaired or replaced by the manufacturer.

To make warranty claim, customer must provide the necessary proof of defectives, purchase invoice and other requirement Mester may need, and Customer would also be required to send back the failures freight prepaid to Mester when getting RMAN (Return Material Authorization Number). Mester will undertake freight for shipping replacement to customers in the first 3 years.

#### Customers should cooperate with below terms

- a) The Customer is responsible to provide evidences such as photo to the Supplier to prove the products to be replaced are really defective.
- b) In case of product defects occurring during transportation and found by the Customer while the shipment arrives, the Customer has the right to refuse to sign the shipment and inform the Supplier to process.

#### MESTER Warranty covers units that are completely failed and does not apply if the failure is caused or contributed by any of the following:

- a) Abnormal or unusual operating conditions or applications
- b) Electrical current surges caused by lightning or other catastrophic acts of God or occurrences.
- c) Improper transportation or poor packing/packaging when returning the product to MESTER.
- d) Installations where ambient temperatures exceeds 104 degrees Fahrenheit (40°C). (except Models HBL22D160W27VXXKYYYY, HBL22D80W27VXXKYYYY, HBL24D320W27VXXKYYYY, HBL 24D200W27VXXKYYYY, HBL22D105W27VXXKYYYY, HBL22D110W48VXXKYYYY, HBL22D90W48VXXKYYYY, HBL22D170W48VXXKYYYY, HBL24D220W48VXXKYYYY and HBL24D350W48VXXKYYYY which are suitable for use in ambient temperature of 55°C; and HB140W27VMXXKYY, HB200W27VMXXKYY, HB150W48VMXXKYY, HB210W48VMXXKYY which are suitable for use in ambient temperature of 50°C, and FD20WZZVXXKYYYY, FD35WZZVXXKYYYY, FD45WZZVXXKYYYY, FD70WZZVXXKYYYY and FD90WZZVXXKYYYY, FD110W27VXXKYYYY, FD140W27VXXKYYYY , FD200W27VXXKYYYY which are suitable for use in ambient temperature of 45°C)
- f) Installed in fully enclosed cans or sealed fixtures (except Models GU07XXKCYBZZ, GU07XXKCYCZZ, P107XXKCYBZZ, P107XXKCYCZZ, MR07XXKCYBZZ, MR07XXKCYCZZ, MR07XXKYAZZ, GU07XXKYAZZ, P07XXKYAZZ, P208GUXXKCYAZZ, P208GUXXKCYBZZ which are suitable for use in totally enclosed luminaires)

#### Disclaimer

MESTER will not reimburse or pay for unexpected costs or expenses, including without limitation of labor or other costs associated with removal or reinstallation of the product, even if it is ultimately deemed to be defective.

#### Customer Acknowledge

Company Name: \_\_\_\_\_

Title: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: First time issued by Jan 1<sup>st</sup>, 2015,  
Updated by Oct. 7<sup>th</sup>. 2016 for adding more product models