

## **KILI-LED WARRANTY TERM:**

Kili-LED warrants to its customers who purchase its commercial LED Fixtures that the products are free from defects in material and workmanship for a period of five years from the date of the first purchase from Kili-LED. This warranty will be extended to the end-users of the products who purchase from customers who purchase the product from Kili-LED for resale. This warranty will be subject to the following provisions.

This warranty is void if the product or the lighting system with which the product is operated is not installed, operated or maintained in accordance with:

- **The National Electric Code (NEC)**
- **The Standards for Safety of Underwriters Laboratories, Inc. (UL)**
- **The Standards of the American National Standards Institute (ANSI)**
- **The specific instructions supplied by Kili-LED for the installation, operation and maintenance of the product.**

This warranty is void if the product is operated outside of its normal operating conditions. The minimum starting temperature is -30°F \* and the maximum ambient temperature, 130°F. The product should only be used with compatible building control devices and dimmers when applicable. In order to make a claim under the warranty, customer must notify Kili-LED in writing seeking return authorization and provide the defective products (or, if authorized by Kili-LED, a sample of such defective products) to Kili-LED.

## **After-sales service:**

We provide three optional after-sales service methods below:

### After-sales Service Method NO.1

- (1) Free after-Sales Service Period: We guarantee two years warranty time and 5 years free technical supports from goods shipping out of Kili-LED manufactory.
- (2) Customer undertakes the expenses which send the defective product to Kili-LED factory, and we undertake the expenses which send the good product to customer.
- (3) Kili-LED offers free training for engineers in our factory. If the saleroom is more than 1 million USD, Kili-LED arranges technical engineer assisting customer in their country during free after-sales service period for one time. But customer undertakes all trip expenses. If the saleroom is more than 3 million USD, Kili-LED undertakes all trip expenses to arrange technical engineer assisting customer in their country during free after-sales service period for one time. If customer requests our technical engineer's assist for more than once during free after-sales service period, or if over free after-sales service period, the trip expenses will be undertaken by customer.

### After-Sales Service Method No.2

- (1) Kili-LED offers 2% complete unit as free spare unit to customer.
- (2) We provide 5 years free technical supports from goods shipping out of Kili-LED manufactory.
- (3) Kili-LED offers free training for engineers in our factory. If the saleroom is more than 1 million USD, Kili-LED arranges technical engineer assisting customer in their country during free after-sales service period for one time. But customer undertakes all trip expenses. If the saleroom is more than 3 million USD, Kili-LED undertakes all trip expenses to arrange technical engineer assisting customer in their country during free after-sales service period for one time. If customer requests our technical engineer's assist for more than once during free after-sales service period, or if over free after-sales service period, the trip expenses will be undertaken by customer.

### After-Sales Service Method No.3

(1) Kili-LED offers 2 % complete unit as free spare unit to customer.

(2) We provide 5 years free technical supports from goods shipping out of Kili-LED manufactory.

(3) Kili-LED offers free training for engineers in our factory. If the saleroom is more than 1 million USD, Kili-LED arranges technical engineer assisting customer in their country during free after-sales service period for one time. But customer undertakes all trip expenses. If the saleroom is more than 3 million USD, Kili-LED undertakes all trip expenses to arrange technical engineer assisting customer in their country during free after-sales service period for one time. If customer requests our technical engineer's assist for more than once during free after-sales service period, or if over free after-sales service period, the trip expenses will be undertaken by customer.

(4) Kili-LED offers 1%-3% components to customer as free spare parts shipping together with the goods for customer self-maintaining. The spare parts can be replaced within one year from goods shipping out of Kili-LED manufactory. Customer undertakes the expenses which send the defective spare parts to Kili-LED factory, and we undertake the expenses which send the good spare parts to customer.

(5) Spare Parts Table:

Power/Power board: 3%; DIP Fuse: 3%; LED PCB Board: 1%;

Cable (inside): 2%; LED Diode: 1%