

HanleyLED

HanleyLED Limited Product Warranty Policy

The HanleyLED Limited Product Warranty Policy warrants, subject to the limitations set forth on the product specifications, that HanleyLED products will be free of defects in material or workmanship for a period as stated on the product Specification Sheet, starting from the date of manufacture. The warranty registration must be submitted within 30 days of the installation, with confirmed receipt of the registration form, to be valid.

This warranty is for the benefit of the original customer who purchases HanleyLED products from an authorized HanleyLED distributor for commercial sign installations (the "Application") only. This warranty is valid provided the LED modules and Power Supplies are used together as a system and no third party devices are attempted to be used in the system. Should any LED module or power supply fail to perform during the warranty period (as specified in each product specification sheet) due to defects in components or workmanship, HanleyLED will replace the defective product that has been returned to HanleyLED per the Terms and Conditions specified below.

TERMS & CONDITIONS

This limited warranty is based on reasonable usage in signage for image identification. All LED systems have varying degrees of light degradation over the life of the product, and even the best of LED designs consider this to be a normal part of LED technology. The Limited Warranty is valid only when the HanleyLED modules and power supplies are used together for their intended purpose and are properly installed and wired in accordance with all instructions, building codes, the latest UL Standards of Safety, NEC, CSA or any other domestic or international safety agencies. Any use outside of the intended use or conditions, including third party dimming, flashing or other effects, extreme environmental conditions void this warranty. HanleyLED Limited Product Warranty covers the replacement of the product only.

PRODUCT REPLACEMENT

It is HanleyLED's mission to provide the highest quality product and workmanship in the industry, but in the event that a HanleyLED product is found to be defective caused by defects in materials or workmanship, the product will either be repaired or replaced. To submit a warranty claim, the original purchasing party must complete and submit a product warranty claim form to information@hanleyledsolutions.com. HanleyLED reserves the right to request samples and to test the product in question in order to determine the cause of the problem. If the product is found to have failed due to a defect in the material or workmanship, then HanleyLED will replace the product. Replacement product is the sole remedy for failed product and will ship via ground transportation at HanleyLED's expense. Requests to expedite any replacement product will be shipped at the expense of the purchasing party, less the ground shipping costs. If the product is found to have failed due to a defect in the material or workmanship and the original purchaser has already purchased new HanleyLED products to repair a sign, then HanleyLED will reimburse the sign manufacturer for the newly purchased HanleyLED product.

LIMITED LABOR WARRANTY POLICY

When purchased and used together, HanleyLED modules and power supplies are supported by the HanleyLED Limited Labor Warranty Policy.

Labor warranty coverage is as follows:

HanleyLED Peregrine, Peregrine H2O, Kestrel, Kestrel Dome, Kestrel Mini, Golden, Phoenix, Wing Span, & Concorde Cabinet Series Modules

- Five (5) year labor warranty coverage on LED modules when installed with HanleyLED Premium Power Supplies.
- One (1) year labor warranty coverage on LED modules when installed with another HanleyLED-approved power supply.
- Up to \$500 maximum per location, regardless of number of modules used or job size.

HanleyLED Premium Power Supplies

- Two (2) year labor warranty coverage on Premium Power Supplies when installed correctly with HanleyLED modules
- One (1) year labor warranty coverage on Premium Power Supplies when installed correctly with another qualified LED module.
- Up to \$150 maximum per location, regardless of number of power supplies used or job size.

To submit a warranty labor claim, the original purchasing party must complete and submit a product warranty claim form to information@hanleyledsolutions.com. The warranted period begins from the date of manufacture. A warranty registration form must be submitted to information@hanleyledsolutions.com within 30 days of installation to be valid. The sign manufacturer must submit a completed labor warranty registration form for each job site in order to be eligible.



HanleyLED Warranty Registration

Sign Manufacturer / Installer Information

Manufacturer / Installation Company:

Contact Name:

Street Address:

City:

State:

Zip / Postal Code:

Country:

Phone:

Email:

Sign Installer (if different from above)

Installation Company:

Contact Name:

Street Address:

City:

State:

Zip / Postal Code:

Country:

Phone:

Email:

Please email completed form to
information@hanleyledsolutions.com



Sign Installation Location

Installation Site Name:

Date of Installation:

Street Address:

City:

State:

Zip / Postal Code:

Country:

Estimated Sign Operating Hours (hours per day):

Estimated Sign Operating Hours (days per year):

LED Sign Modules & Power Supply Information

LED Sign Modules

Model / Part #:

Distributor Order #:

Lot #:

Qty:

Model / Part #:

Distributor Order #:

Lot #:

Qty:

Model / Part #:

Distributor Order #:

Lot #:

Qty:

Model / Part #:

Distributor Order #:

Lot #:

Qty:

Power Supplies

Model / Part #:

Distributor Order #:

Lot #:

Qty:

Model / Part #:

Distributor Order #:

Lot #:

Qty:

Model / Part #:

Distributor Order #:

Lot #:

Qty:

Please email completed form to
information@hanleyledsolutions.com

The logo for HanleyLED, featuring the word "Hanley" in a white sans-serif font and "LED" in a larger, bold, blue sans-serif font, all set against a dark blue rectangular background.