

SORAA INC. LIMITED LIGHT ENGINE WARRANTY & RETURN PROCESS

COMMERCIAL LED LIGHT ENGINE LIMITED WARRANTY COVERAGE

Soraa Inc. (“Soraa”) warrants that its commercial LED Light Engines (“Light Engines”) will be free from defects in material and workmanship and that the lumen maintenance for these Light Engines will not fall below 70% of the lumen maintenance values and color consistency shall be maintained within a range of McAdam ellipses, as set forth below, subject to the terms and conditions contained herein.

If the Light Engine fails to conform within this limited warranty for the specified period below, Soraa will, at its sole option, repair or replace the Light Engine at no charge.

Warranty term: 50,000 hours over 5 years.

This Warranty is limited to coverage for Light Engines due to manufacturers’ defects. Failure is defined as:

- 1) Lumen depreciation below 70% (L70), or
- 2) Color inconsistency or variation beyond:
  - a. 2700K – 3 McAdam ellipses or 0.007 du’v’
  - b. 3000K – 3 McAdam ellipses or 0.007 du’v’
  - c. 4000K – 4 McAdam ellipses or 0.009 du’v’
  - d. 5000K – 5 McAdam ellipses or 0.011 du’v’
- 3) A complete lack of light output.

The Warranty applies provided that certain conditions are met for use:

- 1) Bare light engine is run at nominal Specification Sheet conditions or operation is consistent with the Application Guide recommendations.
- 2) Light engine temperature in the fixture, as measured with NTC, is run at Tc and at conditions that meet 50,000 hours as per the Soraa provided calculator in the Application Guide.

Color Shift: No warranty is provided on color shift.

This Warranty applies only to Light Engines registered with Soraa and installed as part of a commercial installation project within (60) days of purchase by an authorized Soraa OEM. To register Light Engines, see [www.soraa.com/warranty](http://www.soraa.com/warranty) or contact Soraa at (855) GO SORAA or (855) 467-6722. Please use +44 1992 535 053 for international claims. Buyer waives any and all of its rights to the warranty in the event that the Light Engines have not been registered within the sixty-day period from the purchase.

LIGHT ENGINE WARRANTY

Soraa Inc. warrants that the Light Engines purchased by buyer [“Buyer”] will conform to and perform in accordance with Soraa’s published design specifications for the Light Engines in effect on the date of shipment (within the deviations specified therein) for the applicable Warranty Coverage Periods cited above [“Limited Warranty Period”]. Soraa’s liability and Buyer's sole remedy under this warranty is limited to the repair or replacement of items determined by Soraa to be defective resulting in a Light Engine Failure or prorated Warranty credit described above. Soraa shall have no liability under this warranty unless Soraa is notified in writing promptly upon Buyer's discovery of the defect resulting in a

Light Engine Failure and the defective items are returned to Soraa and received by Soraa in accordance with the Return Policy & Process detailed below.

Replacement Light Engines will be new or serviceably used, comparable in function and performance to the original product and warranted for the remainder of the original Limited Warranty Period.

This warranty extends only to the original purchaser and is not transferable to anyone who subsequently purchases, leases, or otherwise obtains the Light Engine from Buyer. This warranty shall not apply to any defect, fixture or other failure to perform resulting from misapplication, improper installation, improper operation, failure to follow the Light Engine instructions or Application Guide, failure to perform preventive maintenance, damages caused by usage that is not in accordance with instructions or user manuals, damages caused by the combination of Soraa branded Light Engines with other non-Soraa branded LEDs, power supplies, controls, accessories, parts or components, normal wear and tear, damage caused as a result of improper transportation or packing/packaging when returning product to Soraa, abuse or contamination, whether internal or external, and Soraa shall have no liability of any kind for failure of any equipment or other items in which the Light Engines are incorporated.

This warranty does not cover misuse or minor imperfections in Light Engines that meet design specifications or imperfections that do not materially alter or affect functionality. Soraa's entire liability and Buyer's sole remedy under this warranty for a services breach shall be limited to the provision of such remedial or replacement services as Soraa reasonably determines necessary to correct the breach.

This warranty shall not apply to any Light Engines manufactured by Soraa to Buyer's designs, modifications or unique specifications. No warranty is given as to such Light Engines.

THE FOREGOING WARRANTY PROVISIONS ARE EXCLUSIVE AND ARE GIVEN AND ACCEPTED IN LIEU OF ANY AND ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SORAA SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY. SORAA'S MAXIMUM LIABILITY TO THE BUYER IS LIMITED TO REPLACEMENT OF THE LIGHT ENGINE OR PRORATED CREDIT PER THE ABOVE CALCULATION. SORAA IS NOT LIABLE TO BUYER IF SORAA IS UNABLE TO PERFORM DUE TO EVENTS IT IS NOT ABLE TO CONTROL, SUCH AS ACTS OF GOD, PROPERTY DAMAGE, LOSS OF USE, INTERRUPTION OF BUSINESS, LOST PROFITS, LOST DATA OR OTHER CONSEQUENTIAL, PUNITIVE OR SPECIAL DAMAGES, HOWSOEVER CAUSED, WHETHER FOR BREACH OF WARRANTY, CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR OTHERWISE.

This Warranty shall be governed by the laws of the State of California without regard to conflicts of laws.

### SORAA RETURN POLICY & PROCESS

#### Light Engine Return Policy

- 1) Claims for Light Engines to be returned must be made within the applicable warranty period. If the customer requests that a replacement be sent immediately, the replacement product will be billed to the customer's account in accordance with Soraa's standard payment terms. Once a final decision is made, a credit will be issued if the warranty claim is allowed.
- 2) Do not return any items that have not received a Return Materials Authorization (RMA) number from Soraa.
- 3) Your RMA number is valid for sixty (60) days from the date of authorization.
- 4) Soraa reserves the right to repair or replace the defective product.
- 5) Damaged items not as a result of a manufacturing defect will not be repaired and are not covered by this warranty.

#### Light Engine Return Process

- 1) Ensure item or items qualify under Soraa's Warranty.
- 2) Call the Soraa for a RMA processing number on or before the expiry date of the applicable warranty period at (855) GO SORAA or (855) 467-6722. For international RMAs, please call +44 1992 535 053. Packaging instructions, shipping method and paperwork will be sent to you VIA email or fax. You are responsible for freight charges on returned items.
- 3) Follow all instructions to reduce delays in processing.