



Product Warranties



No-Compromise Warranty

Available in 10, 5, 4 and 3-year terms

Limited Warranty

Available in 10, 5, 3 and 2-year terms

Replacement Fixture/Parts	Replacement fixture/parts are fully covered inside and out	Replacement fixture/parts are covered with 90% or more of the LED components free of defects
Light Output	Will remain above 70% of initial light output	—
Color Temperature	Will not shift more than 200K in CCT	—
LED Driver	Will operate within specifications	Will operate within specifications
Paint Finish	Will not exhibit cracking, peeling, excessive fading or corrosion	Will not exhibit cracking, peeling, excessive fading or corrosion
Technician & Labor	Included! (Subject to RAB discretion)	—

Poles and non-LED products carry RAB's 1-Year General Product Warranty against defects in materials and workmanship.

*Warranty term varies by product; see the product spec sheet for its warranty. All warranties begin on date of original sale to distributor.
RAB's warranty is subject to all terms and conditions located at rablighting.com/warranty.*



Product Warranties

1. **Coverage.** Each RAB product's specification sheet states its warranty type, its term and any exceptions. The RAB Warranty Reference Guide (*PDF*) defines what each warranty type covers. Both are incorporated into these terms by reference. Products without an LED warranty carry a one (1) year General Product Warranty against defects in materials and workmanship. All warranty periods begin on the date of original sale to an authorized RAB distributor. Lightcloud products are covered by the Lightcloud Master Services Agreement or the Lightcloud Hardware and Services Agreement.
2. **Eligibility.** A warranty applies only to products that were both:
 - Bought from an authorized RAB distributor that bought them directly from RAB (*Amazon sellers not authorized by RAB don't qualify*), and
 - installed new, unopened and in their original packaging by a licensed electrician or under one's supervision.
3. **Remedies.**
 - **No-Compromise:** RAB may replace the product, refund the purchase price, or contribute to labor, lift or replacement costs, at its sole discretion. Every billable cost needs RAB's approval in advance, plus proof that the provider is licensed and insured.
 - **Limited:** RAB will replace the product with the same model or issue a credit for the purchase price. Credits expire one (1) year after they are issued. Every claim requires written notice to RAB, RAB's return material authorization (*RMA*) process, and RAB's confirmation of the defect. Unless RAB approves otherwise in advance, the buyer pays the costs of removing the product and reinstalling a replacement.
4. **Exclusions.** No warranty covers:
 - improper installation, operation or alteration
 - Power surges, external overheating, or acts of God
 - Pierced housings or arms
 - Sensors used other than as the Owner's Manual describes, or used with Instant Start ballasts
 - Non-LED plastic or polycarbonate lenses, and glass lens accessories
 - Poles used outside the Application Specification on the RAB Pole Order Form
5. **Disclaimer and Limitation of Liability.** These warranties are in place of all other warranties, express or implied, including merchantability and fitness for a particular purpose, and they are the buyer's sole and exclusive remedy. RAB is not liable for indirect, incidental, special or consequential damages. RAB is also not liable for any amount above the price the buyer paid for the product. Any claim must be filed within one (1) year after it arises.
6. **Governing Law.** New York law governs these terms, and claims must be brought in New York state or federal courts.