

DIFFERENTIAL ENERGY GLOBAL LTD.

10 YEAR FULL & LIMITED PRODUCT WARRANTY

First 5 Years - Non-Prorated Full Product Warranty
Second 5 Years - Prorated Limited Product Warranty

Our commitment is to provide you, the END-USER with a sustainable replacement LED lamp solution for outdoor installations and indoor low and high bay HID bulb replacement, and projects demanding superior operating performance, high light-output and reliability. Our warranty guarantee terms and conditions are as follows:

- 5 Year Non-prorated Full Coverage Warranty* on the entire LED Product (including the power system and proprietary thermal systems, LED light engine and all components).
- 5 Year Prorated Limited Warranty* on the LED power system (power supply and/or LED driver) and proprietary thermal system (fans and components). During years 6-10 of the warranty DEG will, at its option as outlined below, repair the above components and pay for 25% of the cost with the balance paid by the End User. Additionally, in years 6-10, if the DEG lamp is determined unrepairable, DEG will provide a new DEG replacement LED lamp at a 25% discount from the current MSRP, and after 10 full years will provide an automatic 10% discount from the then current MSRP on the purchase of a new DEG replacement LED Lamp.

DEG warrants the LED electronics and components of its properly installed¹ EXTERIOR and INTERIOR LED products listed below, to be free of defects in material and workmanship in normal use, properly installed in the fixtures intended for the product's use, operating within the guidelines established for the product and at the established input VAC range for the product and any output VDC power for those third-party purchased power supplies for DEG's products requiring an inline power supply for the 5/5 warranty period from the date of our shipment or 50,000 hours of operation*, whichever occurs first. In no case will the warranty cover any DEG replacement LED product that is operated continuously 24/7 without intermittent shut-down of the product's power system at least twice annually. Outdoor fixtures must have an inline surge protector installed between the input line voltage and the mogul or medium base socket to protect DEG's products from over-voltage power disruption. Component failures due to electrical transient surges also are not covered.

¹Properly Installed. DEG will not warrant the products installed in any fixture that is not in "Good or Excellent" condition, as defined. All existing fixtures must be "enclosed fixtures". "Enclosed" is defined as a fully-gasketed fixture to a minimum of IEC 60509 testing and DEG's minimum is IP56 for small side door wall packs and IP65 or IP66 for all large wall packs (8"width and above) and all shoebox and Corbrahead lighting fixtures. Also, all decorative globe, acorn and wall-mounted oval and round area path fixtures (most exterior enclosed fixtures are already IP65 rated at a minimum). If any of DEG's product are installed in any fixture that is not at a minimum in "GOOD CONDITION" (or better yet, in excellent condition), DEG will not warrant its products in the event of a product failure due to installation into a damaged fixture. "GOOD" is defined herein as no apparent inclusions, cracks, holes or failures of any nature in the lens. If the lens is acrylic it must not be deteriorated in any manner, no yellowing or grey/black UV deterioration and the plastic lens must be fully fitted into the lens cover. There should be no apparent openings where water, soot, dust or bugs can penetrate. No lens shall have mold or any nature growing on or between the lens housing or fixture cover—this must be removed, the fixture must be fitted with new Open Cell Silicone Gasket material that is recommended by DEG. Some interior fixtures are not required to be "Enclosed" (open bottom high/low bay reflector in clean warehouse storage or retail box store applications where environmental contaminants will not affect LED lamp operation.

Existing gasket material must be in excellent condition without damage, deterioration, broken or torn areas or the existing gasket material must be removed and replaced with a DEG approved Silicone Closed Cell Foam or Sponge gasket with approved adhesive backing for LED chips (an adhesive backing that does not outgas or introduce contaminants to the LED chips).

If the female insert mogul or medium base screw shells have one or more screws loose that hold the screw shell in the existing socket and the center spring-loaded contact in the center of the socket, these must be checked and tightened in every single install. If this screw shell is loose it can cause the lamp to blink on and off or not turn on at all—leading to a potential "hot-plugging" or possibly shorting the lamp.

Power MUST be turned off when retro-fitting DEG products into existing or new fixtures to insure the products are not "hot-plugged" when installed or the installer is subjected to an unsafe environment. Any DEG product not "Properly Installed" will void this Warranty in full.

Before installing DEG lamps into existing fixtures, the lens must be cleaned free of any dirt or grime with a non-toxic, non-chemical glass cleaner or water and cloth. If after cleaning is attempted the lens is deteriorated, glass tarnished or acrylic discolored in such a manner as to render the lens unusable in a fashion that was originally intended, the lens MUST be changed and a new fixture lens (matching the current lens type and for the fixture intended) must be installed to protect this Warranty.

No Labor Options

No labor allowance is made for any LED replacement lamp.

- DEG will provide a brand new product at any time during the first five (5) years of the Non-prorated Full Coverage Warranty period in accordance with the terms and conditions outlined herein.
- During the second five (5) years of the Limited Warranty period, DEG may, at its sole option, either repair or replace the defective lamp but no labor allowance is provided.

Defects do not include improper installation (such as "hot-plugging") or operation, noticeable water damage, alterations, power surges of any nature such as lightning strikes or over-voltage events, component failures due to electrical transient-surges or overheating due to external conditions or placement in an improper fixture, Acts of God or other unnatural events (auto accidents, fires, floods, hurricanes, etc.)

Warranty Activation / Service Claims

The DEG replacement LED warranty is automatically activated ONLY by contacting 1-800-635-8188 to initiate the claim process for product failure or defect resolution and obtaining a proper RMA Form. This RMA Form may also be submitted to DEG in writing to the address listed below. No confirmation or acknowledgement of receipt will be sent. There is a unique product Serial Number on each product and if this Serial Number label or any of the UL Regulatory Marking Labels are removed and/or the DEG lamp is defaced or otherwise noticeably damaged, the Warranty is considered VOID. The unique Serial Number will be requested for any and all warranty service. DEG's Return Policy is posted on our website.

Return of Defective Product

For warranty returns, the original END USER should contact DEG Customer Service by calling 1-800-635-8188 between 8:00 AM and 4:30 PM Pacific time (USA). DEG may elect to have the product inspected by one of its direct Agents, representatives or other third-parties hired at its sole discretion, to review, test and fully inspect the product on the customer's premises, or issue an RMA number so that the product may be returned to DEG for testing, failure verification and replacement or repair.

RMA numbers will only be issued to END USERS if DEG determines that the product should be returned for testing and repair or replacement. The following information is required to obtain a RMA number:

- Individual or Company name, address, phone number and email address of contact person.
- DEG product code, unique product serial number, date of mfg. code (which is located on the product label), quantity of products being returned and a full description of the problem incurred or purported product defect.

All product warranty returns, repairs, replacements or credits are handled between DEG and the END USER only. Company agents (such as a facility manager or management company) may be authorized to handle warranty claims and an authorization request on the company's letterhead will be required. Attach a brief written description of the problem incurred or purported defect to the product and return along with the RMA number that was issued, Return the product, freight prepaid, to:

**Differential Energy Global Ltd.
Warranty and Repairs Department
1540 Leader International Drive
Port Orchard, Washington 98367-6437 USA**

DEG will pay for the repaired or new product(s) returned to the END USER at its original Warranty Registration Address or such other direct Agent's address as outlined in the Company's authorization.

REPLACEMENT OF PRODUCT, LIMITS OF LIABILITY

If there is a defect in material or workmanship or the product fails upon installation, the product will be (at DEG's sole discretion) repaired, re-tested and returned. If DEG determines the product failure was not caused by improper installation and is the cause of a product defect, the product will be replaced. A credit may be issued in lieu of replacement but at the sole discretion of DEG. Repaired or replaced products will be returned at no charge, freight prepaid by DEG, unless such product failure is determined to be the cause of an improper installation, an over-voltage power disruption (i.e.: lightning strike or power surge), product installed in an unapproved fixture for the replacement lamp intended or the input voltage did not match the range required by the product. Credit will not be issued or a replacement product provided if the failure is not caused by a defect in material or workmanship but the sole cause is determined to be the fault of the END USER or its Agents.

NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IS MADE OR IS TO BE IMPLIED. THE FOREGOING SHALL CONSTITUTE THE SALE AND EXCLUSIVE REMEDY OF THE PURCHASER AND THE SOLE AND EXCLUSIVE LIABILITY OF DEG. DEG will not, under any circumstance, whether as a result of breach of any contract or warranty—whether this warranty and that provided by a third-party, tort, or otherwise, be responsible for any incidental, special or consequential damages, including lost profits or revenues or any other costs or damages. DEG does not warrant any hold-harmless, third-party protections or other defenses for liability of the END USER or its agents, third-parties or employees. DEG reserves the right to examine all failed replacement LED lamps sold directly or through dealers, representatives, installers or other third-party sellers or resellers and reserves the right to be the sole judge as to whether any replacement led lamps are defective and covered under this warranty.

This Warranty covers the following products only and is limited in scope, terms and conditions as outlined herein:

- LED HI-Lamps: **4-LED DEG-070120; 8-LED DEG-150175 and 15-LED DEG-250400** replacement LED lamps;
- LED HI-Bay Lamps: **20-LED DEG-325400; 30-LED DEG-450550 and 42-LED DEG-600750** replacement LED lamps, and the **COB-LED DEG-100225-3K, 3.5K & 4K CLiK** replacement LED Lamps.

Warranties on other products provided, sold or issued through DEG are covered under separate third-party warranties provided by the manufacturers of those products. DEG may or may not provide an extended warranty beyond the terms provided by the individual product manufacturer but in any case, if the third-party warranty survives the warranty provided by DEG then such third-party warranty term shall take precedence over DEG's warranty term.

There are no other terms and conditions and verbal or conditional guarantees by third-parties and none are considered under any DEG product warranty, whether stated or implied.

***Warranty Years** are defined as "years of normal operating conditions" (i.e.: 13 hours per day, 365 days per year = 4,745 annual hours of operation).