

Diode Dynamics Warranty

Satisfaction Guarantee

At Diode Dynamics, we want to ensure every customer is satisfied with their purchase. Therefore, we offer a straightforward satisfaction guarantee: If you aren't satisfied with your purchase, for any reason, just contact us within 30 days of your purchase and we will arrange a refund of your purchase price, or exchange the items with no hassle.

Free Support Forever

Diode Dynamics always provides free lifetime support and assistance to any customer. If your warranty has expired, you will continue to receive free service, and we will assist you in determining a solution or possible repair to any issues you might be having with our products.

All Products: 3-Year Replacement Limited Warranty

Diode Dynamics carries a 3-year limited warranty on all products, for manufacturing defects or functional product failure. For approved warranty claims, Diode Dynamics will replace the defective product with the same product or, if it has been discontinued, one comparable in performance and value. See exceptions and limitations below.

If you have an issue with any product, we will diagnose the issue with you, and you may be required to answer questions or assist in the diagnosis. If Diode Dynamics determines that your product is defective in material or workmanship, Diode Dynamics will issue an RMA number. An RMA number must be issued before any items are returned.

U.S. Customers: All initial shipping costs are covered by Diode Dynamics. In most cases, you will immediately receive the new products with a return label. However, in some cases, you may need to use a provided return label to send back items first. Diode Dynamics will provide one free return label per order. You may return any number of items from the order in one box using the free shipping label. However, you will be responsible for return shipping costs for any other separate returns from the same order.

International Customers: You are responsible for return shipping costs, although Diode Dynamics will cover shipping costs for the replacement. You must return defective products before a replacement can be sent.

Select Products: 8-Year Limited Warranty

In addition to the above 3-Year Replacement Limited Warranty, Diode Dynamics carries an 8-year Limited Warranty on select products. Currently, this includes and is limited to all Stage Series products.

After 3 years of Replacement Limited Warranty, Diode Dynamics will continue to warrant for 5 additional years that select products are free of manufacturing defects. This provides Limited Warranty coverage for a total of 8 years from when the product was purchased. See exceptions and limitations below.

These products must be returned at the customer's expense to Diode Dynamics, for inspection, and will be replaced or repaired, at the sole discretion of Diode Dynamics. Shipping back to the customer will be covered by Diode Dynamics.

Exceptions, Limitations, and Stipulations

Components: If a problem exists with a single component, Diode Dynamics may replace only the component needed to restore function.

Warranty Timing: All schedules are based on the number of days between original purchase date and receipt of RMA information by Diode Dynamics. All warranties are non-transferable. Warranty terms, policies, and limitations are subject to change without notice.

Surface Finish: Many Diode Dynamics products feature treated surfaces, with paint, powder coating, anodization, UV coating, etc. These coatings, while durable, are not designed to last indefinitely, and wear out over time depending on use. To prolong lifespan, we recommend that products are shielded from UV light when possible, cleaned regularly using mild detergents, and that they are not subjected to abrasives or damage. Surface finishes that wear out from regular wear and tear are not covered under warranty. If damage in coatings appears within the initial 3 Year Replacement Limited Warranty, and is determined to be caused by manufacturing defect, it will be covered or repaired. Surface finish issues are not covered under the 8 Year Limited Warranty, for any reason.

Condensation: Certain products from Diode Dynamics contain sealed volumes of air. High-power LEDs create a large amount of heat, so the air expands and contracts as the lamp heats up and cools down. Pressure-equalizing vents are used whenever possible to prevent damage to the seal of the lamp, but this can occasionally introduce moisture in the air, especially with high humidity. Under certain circumstances, condensation may collect on the outside lens of the product, as it is much cooler than the rest of the lamp. This condensation is normal, and not covered under warranty. Condensation can be removed by allowing the lamp to fully warm up, or reducing outside humidity. If moisture buildup becomes greater than simple condensation, this indicates an issue with the product seal, and Diode Dynamics will cover it under warranty, in its sole determination. When making warranty claims for moisture buildup, we encourage you to include photographs showing the extent of the moisture.

Installation and Labor: Diode Dynamics product warranties are limited to coverage of products only. Diode Dynamics does not warranty or offer compensation or coverage of installation labor or time that may be required for replacement of warranty items. We strongly encourage customers to contact us prior to seeking outside assistance in diagnosis of any product issue.

All warranties, expressed or implied, are void if our warranty claim department determines that there is sufficient evidence of one or more of the following:

- **Negligence:** Improper installation or improper use, including using or installing any product in a manner not specified by Diode Dynamics, or damage caused by improper installation.
- **Abuse:** Damage beyond the limits of "normal wear and tear."
- **Product Modifications or Repair:** See below.
- **Unauthorized Dealer Purchase:** Purchase of items through any unauthorized party. We encourage you to contact Diode Dynamics prior to purchase to verify the seller is authorized.

Product Modifications

We understand that some products may be modified in the course of installation or use by the customer to suit a particular need. However, opening, disassembling, cutting wires, attempting repair, or

otherwise modifying any product in a manner not specified by Diode Dynamics will void the product warranty, subject to the exclusions below.

For modifications to wiring, electrical components, or connectors, our staff will assist as possible, but is trained to support problems that arise in the course of standard use, without modification. Product instructions and installation guidance should be followed as written, and products should not be modified.

Exclusions: Replacing lenses on serviceable lamps, such as Stage Series LEDs, will void the 3-year limited replacement warranty. However, the 8-year limited warranty will be upheld and in effect. In the case of moisture intrusion for serviceable lamps, you may be required to open and re-seal the lamp yourself. If issues persist, we may require that the lightbar or LED pod is returned for repair under the 8 Year Limited Warranty.