

Applies to GE Sign Lighting Systems purchased from GE between November 22, 2018 and the date on which this Limited Warranty document is later superseded.

## **GE LED Sign Lighting Systems Limited Warranty EMEA**

**For GE Tetra® Sign Lighting Systems, Tetra® LED Tape, Tetra® Stick, Tetra® Power Supplies, LineFit Light LED Systems, LED Channel Letter Lighting Systems and Batten LED Luminaires**

**LIMITED WARRANTY:** Subject to the terms and conditions specified in this Limited Warranty, GE Lighting (“GE”), a business of General Electric company, warrants that the GE Tetra® Sign Lighting Systems, Tetra® LED Tape, Tetra® Stick, Tetra® Power Supplies, LineFit Light LED Systems, LED Channel Letter Lighting Systems and Batten LED Luminaires listed below (each a “Product” and collectively “Products”), when operated together as a system and purchased directly from GE from 22<sup>nd</sup> November, 2018 until this Limited Warranty document is later superseded, will be free from defects in material and workmanship for the respective periods of time set forth below, starting from the date of manufacture and based on a maximum of 4380 annual hours of operation.

<b>GE Product Name</b>	<b>Warranty</b>	<b>GE Product Name</b>	<b>Warranty</b>
24V LED Channel Letter Systems	10 years	Tetra® Contour and Contour LS	5 years
12V LED Channel Letter Systems	5 years	Tetra® MiniStrip and MiniStrip HO	5 years
Batten LED Luminaires	5 years	Tetra® Power MAX and PowerMAX	5 years
LineFit Light LED Systems	5 years	Tetra® PowerStrip and PowerStrip HO	5 years
Tetra® miniMAX and miniMAX MS	5 years	Tetra® LED Power Supplies	5 years
Tetra® MAX and MAX HO	5 years	Tetra® LED Tape and LED Tape HO	3 years
Tetra® EdgeStrip and EdgeStrip HO	5 years	Tetra® Stick	5 years

**REMEDY:** If a Product fails to meet the warranty set forth above, then GE will, at its option, either (i) repair the defective Product, (ii) provide a free replacement Product or replacement parts, F.O.B. GE’s warehouse, or (iii) refund the purchase price paid to GE for the Product or replacement parts. Any replacement Product or part will be comparable in function, but may not be identical to the original. The replacement or repaired Product is warranted for the remainder of the original warranty period. GE is not responsible for labour and other costs associated with removal or reinstallation.

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**TERMS AND CONDITIONS:** This Limited Warranty is VOID if Purchaser or the user fails to comply with any applicable instructions and recommendations of GE; if any components are replaced with components of other manufacturers; or if the Product is operated outside the specified electrical values or is subject to abnormal use or stress, including under/over voltage conditions, excessive switching cycles, and operation in environmental conditions (e.g., ambient temperature) outside normal specified operating range.

GE shall not be responsible for any failure of Products that result from external causes, including, but not limited to, acts of God; power surges that exceed product specification; improper power supply; fault or negligence of the Purchaser or user; improper or unauthorized use, installation, handling, storage, maintenance, alteration or service; any abuse, misuse, abnormal use or use in violation of any applicable standard, code or instructions for use in installations including those contained in the latest National Electrical Code (NEC), the Standards for Safety of Underwriters Laboratory, Inc. (UL), Standards for the American National Standards Institute (ANSI), in Canada, the Canadian Standards Association (CSA), Europe (CE), Australia (C-Tick).

This limited warranty extends only to Purchaser, but GE will honour, under the terms of this Limited Warranty, valid warranty claims by Purchaser arising from a failure to meet the above warranty when the Product has been resold in new condition and used only by the original end user.

**HOW TO MAKE A WARRANTY CLAIM:** GE must issue a Return Material Authorization (RMA#) for all requests for warranty review. To make a warranty claim, retain the failed Products and notify your GE sales or customer service representative in writing within thirty (30) days of the failure. After contacting GE and receiving a RMA number, Purchaser shall promptly return the Product after receiving instructions regarding if, when, and where to ship the Product. The Product must be returned within 10 days of receiving RMA number, and the shipping box must be clearly marked with RMA number. Failure to follow this procedure shall void this Limited Warranty. GE reserves the right to examine all failed Product to determine the cause of failure and patterns of usage and shall be the sole judge as to whether any Product is defective and covered under this Limited Warranty.

**LIMITS OF LIABILITY:** THE FOREGOING LIMITED WARRANTIES CONSTITUTE THE SOLE AND EXCLUSIVE WARRANTIES AND REMEDIES OF THE PURCHASER AND THE SOLE LIABILITIES OF GE FOR THE SPECIFIED LED PRODUCTS AND ARE IN LIEU OF ALL OTHER WARRANTIES, WHETHER WRITTEN, ORAL, IMPLIED OR STATUTORY. NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IS MADE OR IS TO BE IMPLIED. IN NO EVENT SHALL GE BE LIABLE FOR ANY OTHER COSTS OR DAMAGES INCLUDING LOST PROFITS, INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES.

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