



## Limited Warranty

**Visual Lighting Technologies (VLT)** warrants its products (not including damage to product incurred during shipment or transportation; see also VLT Terms and Conditions) as follows:

- **Diamond Line Optical Fiber and Sta-Flex Fiber:** VLT grants a pro-rated limited warranty for five (5) years guaranteeing that the Diamond Line and Sta-Flex Optical Fibers will transmit light along its length and be substantially free of voids and contaminants subject to the Warranty Terms and Conditions detailed below. The pro-rated, limited warranty requires the Purchaser to bear a portion of the retail costs to repair or replace the Diamond Line or Sta-Flex fiber as follows:
  - (i) **First Year:** Purchaser pays 0% of the then current suggested retail costs of optical fibers used for repair or replacement;
  - (ii) **Second Year:** Purchaser pays 35% of the then current suggested retail costs of optical fibers used for repair or replacement;
  - (iii) **Third Year:** Purchaser pays 50% of the then current suggested retail costs of optical fibers used for repair or replacement;
  - (iv) **Fourth year:** Purchaser pays 75% of the then current suggested retail costs of optical fibers used for repair or replacement;
  - (v) **Fifth Year:** Purchaser pays 90% of the then current suggested retail costs of optical fibers materials used for repair or replacement.

VLT reserves the right to charge for all labor required to perform repair or replacement of the Diamond Line or Sta-Flex optical fiber.

- **RCP Harnessing:** VLT guarantees for a period of five (5) years from the date of purchase that the RCP Harnessing will not deteriorate, overheat, and/or melt fibers as long as the RCP Harness is used in a Roblon illuminator that is mounted in accordance with VLT installation instructions and subject to the Warranty Terms and Conditions detailed below.
- **All VLT Products:** Except as otherwise noted herein, VLT guarantees that all products sold by VLT will be free from defects in material or workmanship for a period of two (2) years from the date of purchase subject to the Warranty Terms and Conditions detailed below.
- **Electronic Ballasts:** VLT guarantees that all Electronic Ballasts sold by VLT will be free from defects for a period of one (1) year from the date of purchase subject to the Warranty Terms and Conditions detailed below.
- **Lamps:** VLT does NOT guarantee nor warranty lamp life.

**Warranty Terms:** VLT shall at its sole and absolute discretion either repair the defective product or replace it with the same model, or its equivalent model, at no charge, excluding any shipping charges. To obtain warranty service:

- 1) A return authorization number (RMA#) must be obtained from VLT;
- 2) The product must be delivered or shipped prepaid to VLT; and
- 3) Proof of purchase in the form of a bill of sale or invoice, indicating that the product is within the warranty period, must be sent to VLT to obtain warranty service.

## Limited Warranty Cont.

**Warranty Conditions:** This warranty will be void if the warranted items are:

- 1) Used, installed and/or maintained in such a manner that is not in accordance with VLT's specifications, recommendations, and/or procedures, including, but not limited to:
  - a) Mishandling, such as stretching, pulling, kinking, breaking, crimping, cutting or scratching of optical fiber and cable;
  - b) Exposure of the inner core of Diamond Line and/or Sta-Flex optical fiber to liquids or moisture;
  - c) Installation of non-jacketed optical fiber without UV protection in exterior locations;
  - d) Use of non-VLT illuminators;
  - e) Misplacement of illuminator(s) which causes overheating; and
  - f) Failure to follow installation and maintenance manuals and/or instructions provided by the manufacturer;
- 2) Modified or altered in any way by anyone other than VLT or VLT's authorized agents; or
- 3) Not made available to VLT or its authorized agent for inspection, along with all installation, maintenance and other appropriate documents, when a warranty claim is made.

This warranty does not include cosmetic damage, or damage to any part of the product, resulting from acts of God, accident, shipping, misuse, abuse, improper storage or connection to an improper voltage supply.

VLT is not responsible for merchandise damaged in transit. Apparent or concealed damages that are incurred in transit should be reported immediately to the transportation carrier and an appropriate claim filed with the carrier.

Repaired or replaced products shall be subject to the terms of this Warranty and are inspected when packed for return shipment.

**Disclaimer of Other Warranties:** This Warranty (and any repair and replacement as provided herein) is the sole and exclusive remedy of any claims relating to items purchased through VLT; and no other warranties, express or implied, are given, including warranties of merchantability or fitness for any particular purpose. VLT shall not be liable for any incidental or consequential damages for breach of any express or implied warranty on this product. VLT will not be responsible for any representation, promise or expansion of this limited warranty by any dealer, sales or manufacturing representative or distributor of the products covered by this warranty. In the event that there is any statutory expansion of the provisions of the warranty expressed herein, the item will be deemed purchased on an as-is basis as to such expansion. Except as provided in this limited warranty all items are purchased in an as-is condition.

Please contact VLT for any technical help with your illuminators or to verify that you qualify for warranty repair or replacement.

***Please ship all warranty returns prepaid to:***

**Visual Lighting Technologies**  
**Attn: Technical Support**  
**9 Rancho Circle**  
**Lake Forest, CA 92630**  
**Phone: 949-581-9398**  
**Fax: 949-581-2947**