



LED PRODUCTS WARRANTY POLICY

FRANCE, a Scott Fetzer Company, warrants its LED Products to be free from defects in material and workmanship at the date of shipment and for the warranty period stated below. This warranty is conditional based upon proper installation, use and maintenance of the product. This warranty is not applicable to any product not installed and operated in accordance with France specifications and connection diagrams or which have been subjected to abnormal operating conditions.

Limitation of Liability

NO other warranty, whether express or implied, including any warranty of merchantability or fitness for a particular purpose, shall exist in connection with the sale or use of such products. Without limiting the generality of the foregoing, the Company shall under no circumstance be liable for any incidental or consequential loss or damage whatsoever arising out of, or in any manner related to, any such breach of warranty or claimed defect in, or non-performance of, the products. The Company shall not be responsible for any other costs, including installation or field support labor or loss of profits, income or revenue.

Usage

This warranty is conditional based upon proper use, installation and wiring in accordance with instructions provided, and use in applications and environmental conditions for which they were designed. This warranty does not apply to any abnormal use or any installations which do not comply with the National Electrical Code, Underwriters Laboratory Standards, Canadian Standards Association or any local or regional code guidelines. France technical support is available to assist with any information or troubleshooting assistance as may be required.

Warranty Claims

All claims under this warranty must be made in writing and delivered to the Company prior to the expiration of the established warranty period from date of manufacture. In the event a product fails under the stated warranty period, contact Customer Service at sales@sfeq.com or 800-793-4793 for a RGA (Return Goods Authorization) number and instructions. The RGA shall be valid for a period of 30 days. All shipping boxes and packing slips

must be marked with the RGA number and a copy of the approved RGA form must be included with the shipment.

The Company shall inspect and examine all products claimed to be defective to evaluate proper usage, determine the cause of failure, and make a determination, in its sole judgment whether the products are defective and covered by this warranty. The Company shall, at its option, replace free of charge any product determined to have been defective at the time of shipment from the factory. If circumstances are such as to preclude the remedying of warranty defects by replacement, the Company shall, upon the return of the products, refund to the original buyer any part of the purchase price paid to the Company for the stated products. Inspection shall be performed at the Company's plant or at such other place as may be designated by the Company; and, freight for returning products for inspection shall be paid by the buyer, unless otherwise specified on the RGA form.

The foregoing shall constitute the exclusive remedy of the purchaser and the sole liability of the Company. **Standard**

Limitations and Exclusions

Five (5) Year Product Limited Warranty: Valid from the date of manufacture or from the date of registered installation, and covers defects in material and workmanship.

One (1) Year Limited Labor Warranty: Effective within twelve (12) months of installation on Units having a 2017 Date Code or later. Up to a max amount of \$100.00 per service location regardless of number of units used or job size. All products submitted for Labor Warranty must be returned for testing and evaluation. Installation date and failure date must be provided for the claim to be processed. A Labor Credit will be issued for products deemed to be defective within the stated warranty period. A product shall not be defective solely as a result of the failure of individual LED components contained in the product if the total number of inoperable components is less than fifteen percent (15%) of the total number of LEDs in the product.

A replacement unit can be obtained immediately through our distribution partners.

PLEASE SEE FRANCE LIGHT SOLUTIONS EXTENDED WARRANTIES ON NEXT PAGE 7/31/2020

FRANCE LED SOLUTIONS WARRANTIES						
France LED Models	Standard Warranty		Extended Warranty		France System Warranty	
	Standard Product	Standard Labor	Extended Product	Extended Labor	France System Product	France System Service
France Flex - Curv	5 years 100% of cost	1 year \$500 per site	N/A	5 years \$500 per site	N/A	N/A
France TruLume Modules	5 years 100% of cost	1 year \$500 per site	5 years 100% of Cost	5 years \$500 per site	7 years 100% of Cost	7 years \$500 per site
France TruBrite CornBulbs	5 years 100% of cost	1 year \$100 per site	N/A	N/A	N/A	N/A
France TruBrite Sign Kits	5 years 100% of cost	1 year \$100 per site	N/A	N/A	N/A	N/A

STIPULATIONS	All Warranty Programs require registration of installation
	France System Warranty - This applies when pair up with France TruPower Power Supplies and Fast Paks
	France Flex - Curv: Some color fading over time is typical. SFEG will cover any abnormal discoloration within the warranty period.

FRANCE LED POWER SOLUTIONS WARRANTIES				
France Products	Standard Warranty		Extended Warranty	
	Standard Product	Standard Labor	Extended Product	Extended Service
France TruPower Power Supplies & Fast Paks	5 years 100% of cost	1 year \$100 per site	See Stipulations Below	See Stipulations Below
			5 years 100% of cost	5 year \$50 per power supply Maximum \$250 per site
	France System Warranty			
			France System Product See Stipulations Below	France System Service See Stipulations Below
	7 years 100% of cost		7 year \$50 per power supply Maximum \$250 per site	

STIPULATIONS	All Warranty Programs require registration of installation
	Extended Warranty: This applies when pair up with any LED modules / Sticks in the market place
	France System Warranty: This applies when pair up with France TruLume LED modules / TruConnect Cabinet System / TruConnect Retrofit System

Contact France Customer Service at 800.793.4793
2268 Fairview Blvd., Fairview, TN 37062