

WARRANTY



Thank you for your interest in the products and services of Zortech LED.

This Limited Warranty applies to physical goods, and only physical goods purchased from Zortech LED.

This Limited Warranty covers any defect in material or workmanship under normal used during the warranty period.

The warranty period for physical good purchased from Zortech LED is 1 to 5 years (this can vary with products, see spec sheet) from the date of delivery. Zortech warrants that the product will be free from defects in material and workmanship and will be repaired on a return to depot basis.

All Zortech LED provided components are warranted to be free of manufacturers' defect, under normal use and service, for a period of one year. The cost of in-house repair labour and materials are covered by this warranty.

During the warranty period, Zortech LED will repair or replace nonconforming hardware components, but may furnish equivalent hardware components, or in the event such components are unavailable, may furnish alternate components.

Determination of the source of defect shall be at the sole discretion of Zortech LED. All items manufactured by others and incorporated into our products are covered by the individual component manufacturer's warranty.

A replacement physical good or part assumes the remaining warranty period of the original physical good or 1-5 years from the date of replacement or repair, whichever is longer.

The warranties offered typically include parts during the covered period, but does not include diagnostic fees, removal fees, shipping, packaging, or incidental or consequential damages.

This limited warranty does not cover any problem that is caused by:
conditions, malfunctions or damage not resulting from defects in material or workmanship.

To obtain warranty service you must first contact us to determine the problem and the most appropriate solution for you. Support is provided for products on an available basis, Monday to Friday, 9:00 am to 5:00 pm.

Full in-field maintenance is available through Zortech LED. Rates and service levels vary across North America, but 8 hour and 24-hour contract service is common to most areas. Inventory to support swapping is extra to the contract. Please contact Zortech LED for more information.

All LED strips must be securely mounted or bonded to a heat absorbing surface. The surface should be rigid, smooth, and non-porous.