



# COMPLETE STATEMENT OF WARRANTY

Keystone Technologies, LLC. (hereinafter called "Keystone Technologies") offers both a Standard Warranty and an enhanced Limited Extended Warranty. Keystone Technologies warrants that the product (hereinafter called "product"), as outlined below in this statement of warranty, will be free of defects in material and workmanship and comply with their respective published specifications, starting from the date of manufacture indicated on the product, for the time periods outlined below, and subject to the terms and conditions herein.

This warranty is not applicable if the product is not installed in accordance with the National Electric Code, the Standards for Safety of Underwriters Laboratories, Inc., Standards for the American National Standards Institute, or the Canadian Standards Association. This warranty is also not applicable if the product is not installed according to Keystone Technologies instructions or recommendations or if the product has been exposed to abnormal operating conditions including excessive temperatures.

Product Category	Sub Category	Standard Warranty		Limited Extended Warranty <sup>1</sup>	
		Warranty Period <sup>2</sup>	Usage Limit	Warranty Period <sup>2</sup>	Usage Limit
Indoor LED Fixtures	XFIT Panels	5 years	8760 hrs/yr	—	—
	XFIT Backlit Panels	5 years	8760 hrs/yr	10 Years	4380 hrs/yr
	XFIT Contractor Prime Backlit Panels	5 years	8760 hrs/yr	—	—
	XFIT Troffers	5 years	8760 hrs/yr	10 Years	4380 hrs/yr
	XFIT Vapor Tights	5 years	8760 hrs/yr	10 Years	4380 hrs/yr
	XFIT Linear High Bays <sup>3</sup>	5 years	8760 hrs/yr	10 Years	4380 hrs/yr
	XFIT Round High Bays	5 years	8760 hrs/yr	10 Years	4380 hrs/yr
	XFIT Contractor Prime Round High Bays	5 years	8760 hrs/yr	—	—
	XFIT Linear Strips	5 years	8760 hrs/yr	10 Years	4380 hrs/yr
	XFIT Wraps	5 years	8760 hrs/yr	10 Years	4380 hrs/yr
	XFIT Stairwell Fixtures	5 years	8760 hrs/yr	10 Years	4380 hrs/yr
	Armor Light Fixtures	5 years	4380 hrs/yr	—	—
	Shop Lights	5 years	4380 hrs/yr	—	—
	OVA Series Disk Light / Flushmounts	3 years	2920 hrs/yr	—	—
	OVA Series Contractor Prime Disk Light	3 years	1095 hrs/yr	—	—
	CIRCA Series Wafer Downlights	5 years	8760 hrs/yr	—	—
	ADVANTA Series Recessed Downlights	5 years	8760 hrs/yr	10 Years	4380 hrs/yr
	ADVANTA EMRG Series Recessed Downlights	5 years	8760 hrs/yr	—	—
	SIGNCHAMP Sign Cabinet	5 years	8760 hrs/yr	10 Years	4380 hrs/yr
	LINTA Linear Architectural	5 years	8760 hrs/yr	10 Years	4380 hrs/yr
Indoor LED Retrofits	FUTUREFIT Doorframe Kits	5 years	8760 hrs/yr	10 Years	4380 hrs/yr
	FUTUREFIT Strip Kits	5 years	8760 hrs/yr	10 Years	4380 hrs/yr
	AVIVA Downlight Trims	5 years	1095 hrs/yr	—	—
	AVIVA Contractor Series Downlight Trims	3 years	1095 hrs/yr	—	—
	FUTUREFIT Light Engine Kits	5 years	8760 hrs/yr	10 Years	4380 hrs/yr
	FUTUREFIT AC Light Engine Kits	5 years	8760 hrs/yr	—	—

<sup>1</sup> Effective for all products with a date of manufacture on or after October 1st 2023 (as determined by date code on the product.) No retroactive coverage for product made prior to October 1st 2023.

<sup>2</sup> Product must be installed in accordance with manufacturer's instructions; operated within the electrical values shown on the product label (if applicable), operated in lighting equipment designed and approved for the application (if applicable); and used in environmental conditions (temperature, humidity and air movement) within the normal specified operating range of the system.

<sup>3</sup> Elevated Chemical Exposure Risks: This LED light fixture is not designed to withstand exposure to caustic or corrosive chemicals commonly found in manufacturing environments. The presence of such chemicals can lead to accelerated deterioration, potential malfunction, and increased risk of safety hazards. The warranty for this LED light fixture explicitly excludes damage or defects resulting from use in manufacturing environments with caustic or corrosive chemicals. Any such use will void the warranty, and Keystone Technologies shall not be liable for any associated damages, accidents, or injuries. Please exercise caution when choosing the appropriate lighting solution for manufacturing environments. It is the responsibility of the user to ensure compatibility with the specific working conditions and chemicals present. Seek professional advice or consult Keystone Technologies directly for alternative lighting solutions suitable for these environments.

<sup>4</sup> See Supplemental Terms and Conditions specific for Poles at end of document.

<sup>5</sup> SmartDrive lamps must be operated on ANSI-compatible ballasts.

<sup>6</sup> When used in conjunction with a ballast that has a ballast factor greater than or equal to 1.00, warranty period is 48 months. For ballast factors less than 0.88, warranty period is 60 months.

<sup>7</sup> Limited Extended Warranty only available when lamp is used in Type B mode (120-277V input).

<sup>8</sup> Only Gen 2 (/G2) lamps are rated for 7 year standard warranty. Original Generation lamps are 5 year period.

<sup>9</sup> Commissioning Services & Support (regardless of charge) are NOT covered by Standard or Limited Extended Warranties.

<sup>10</sup> See Supplemental Disclaimer for PureFit series lamps at end of document.

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Outdoor LED Fixtures	XFIT Wallpacks	5 years	8760 hrs/yr	10 Years	4380 hrs/yr
	XFIT Floodlights	5 years	8760 hrs/yr	10 Years	4380 hrs/yr
	XFIT Contractor Prime Floodlights	5 years	8760 hrs/yr	—	—
	XFIT Area Lights	5 years	8760 hrs/yr	10 Years	4380 hrs/yr
	XFIT Canopy Lights	5 years	8760 hrs/yr	10 Years	4380 hrs/yr
	XFIT Sports Lights	5 years	4380 hrs/yr	10 Years	2190 hrs/yr
	MISTIK Series	5 years	8760 hrs/yr	—	—
Outdoor Mounts and Brackets	Poles <sup>4</sup>	1 year	—	—	—
	Misc Mounts and Brackets and Hardware	1 year	—	—	—
LED Tubes and Compact Pin Based Lamps	DIRECTDRIVE Series	5 years	8760 hrs/yr	10 Years	4380 hrs/yr
	SIGNHERO Series	5 years	8760 hrs/yr	—	—
	SMARTDRIVE Series <sup>5</sup>	5 years <sup>6</sup>	8760 hrs/yr	—	—
	COMBODRIVE Series	5 years	8760 hrs/yr	10 Years <sup>7</sup>	4380 hrs/yr
	EXTERNALDRIVE Series	7 years <sup>8</sup>	8760 hrs/yr	10 Years	6130 hrs/yr
LED HID Replacement Lamps	DIRECTDRIVE Series	5 years	4380 hrs/yr	—	—
	SMARTDRIVE Series	5 years	4380 hrs/yr	—	—
LED Screw-In Lamps	PERFORMANCE Series	5 years	4380 hrs/yr	—	—
	ESSENTIAL Series (11K hr rated)	3 years	1095 hrs/yr	—	—
	ESSENTIAL Series (15K hr rated)	3 years	2920 hrs/yr	—	—
	ESSENTIAL Series (25K hr rated)	3 years	4380 hrs/yr	—	—
LED Drivers	Standard Constant Current	5 years	8760 hrs/yr	—	—
	Standard Constant Voltage	5 years	8760 hrs/yr	—	—
	Programmable	5 years	8760 hrs/yr	10 Years	4380 hrs/yr
	Power Select	5 years	8760 hrs/yr	—	—
	POCKET DRIVER Series	5 years	8760 hrs/yr	—	—
	EXTERNALDRIVE Series	7 years <sup>8</sup>	8760 hrs/yr	10 Years	4380 hrs/yr
Emergency Backup Power Supplies	Fluorescent	5 years	8760 hrs/yr	—	—
	SMARTSAFE Series	5 years	8760 hrs/yr	—	—
LED Modules	All	5 years	8760 hrs/yr	—	—
Electronic Ballasts	Standard Commercial	5 years	8760 hrs/yr	—	—
	Standard Residential	3 years	8760 hrs/yr	—	—
	Sign Ballasts	4 years	4380 hrs/yr	—	—
	PUREFIT Series	5 years	4380 hrs/yr	—	—

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<sup>5</sup> SmartDrive lamps must be operated on ANSI-compatible ballasts.

<sup>6</sup> When used in conjunction with a ballast that has a ballast factor greater than or equal to 1.00, warranty period is 48 months. For ballast factors less than 0.88, warranty period is 60 months.

<sup>7</sup> Limited Extended Warranty only available when lamp is used in Type B mode (120-277V input).

<sup>8</sup> Only Gen 2 (/G2) lamps are rated for 7 year standard warranty. Original Generation lamps are 5 year period.

<sup>9</sup> Commissioning Services & Support (regardless of charge) are NOT covered by Standard or Limited Extended Warranties.

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		Warranty Period <sup>2</sup>	Usage Limit	Warranty Period <sup>2</sup>	Usage Limit
Magnetic Ballasts	Standard	2 years	4380 hrs/yr	—	—
	Sign Ballasts	3 years	4380 hrs/yr	—	—
HID Ballasts	All	2 years	4380 hrs/yr	—	—
Transformers	Low Voltage	3 years	4380 hrs/yr	—	—
	Step-Down	5 years	8760 hrs/yr	—	—
Controls	Standard Occupancy	5 years	8760 hrs/yr	—	—
	SMARTLOOP Series <sup>9</sup>	5 years	8760 hrs/yr	—	—
Non-Electrical Components	Sockets and Socket Harnesses	1 year	—	—	—
	Misc. Electrical Connectors	1 year	—	—	—
Fluorescent and Germicidal Lamps	Standard	2 years	4380 hrs/yr	3 years	4380 hrs/yr
	Extended Life	3 years	4380 hrs/yr	4 years	4380 hrs/yr
	PUREFIT Series <sup>10</sup>	1 year	8760 hrs/yr	—	—

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## Warranty Coverage

### Standard Warranty

If it appears within the specified warranty period that any Keystone Technologies product does not meet the warranty specified above, Keystone Technologies, at its sole discretion, will provide replacement product or replacement components (i.e. LED driver for a fixture) at no charge or grant the original purchaser a credit towards product replacement. If Keystone grants a replacement and the product is not available, a comparable product will be provided. Keystone will not be held responsible for any labor or transportation costs related to the removal, return or installation services associated with the warranty claim. However, Keystone, at its sole discretion, may decide to support reasonable labor allowance for warranty related removal, return, or installation services, depending on scope, scale, and nature of warranty claim.

### Limited Extended Warranty

The maximum remedy available during this Limited Extended Warranty period is credit for the purchase value (from Keystone to original distributor/customer) on depreciated bases as follows: If product is found to be defective in the sixth year, Keystone will cover 60% of purchase value, seventh year 50%, eighth year 40%, ninth year 30%, tenth year 20% of original purchase value. No labor allowance, credit, or reimbursement will be considered during the Limited Extended Warranty period for warranty related removal, return, or installation services.

## How to Make a Warranty Claim

Retain the failed products and notify Keystone Technologies or authorized Keystone sales representative within 30 days of the failure. At the sole discretion of Keystone Technologies the user/customer may be required to return the failed product for analysis. Failure to follow this request shall void the warranty.

## Limitations of Warranty Coverage

- Warranty is not applicable if the product is exposed to abnormal operating/usage conditions including, but not limited to: Excessive temperatures, Excessive voltage from line surge/high speed transients, Corrosive substances, Alterations or Modifications, Vandalism, or Acts of God.
- For products that contain LEDs, in the event that LEDs fail to operate, warranty claims will only be considered if the product fails to perform electrically as a result of a manufacturing defect with >10% of LED's in the product failing to illuminate.
- Warranty does not cover cosmetic issues such as (but not limited to) minor fading, discoloration, and corrosion. Excessive cosmetic issues such as severe cracking, chipping, peeling or fading will be considered as a defect.

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## Limitations of Warranty Coverage *(continued)*

4. Accessories such as (but not limited to) occupancy sensors, external photocells, and emergency battery backup devices, regardless of how they were purchased or installed on/with other products, are excluded from the Limited Extended Warranty coverage. Accessories made by Keystone will follow standard component warranty.
5. Limited Extended Warranty is only applicable with the following additional restrictions:
  - a. Maximum allowable ambient operating temperature for entire duration of coverage period: LED Tubes 25°C, Indoor LED Fixtures (Non-High Bay) 25°C, Indoor LED Fixtures (High Bay) 30°C, Outdoor LED Fixtures 35°C, LED Drivers (25°C).
  - b. LED Tubes are not to be installed in any sealed and gasketed/vapor tight style fixtures.
  - c. If fixtures have integral photocell feature, it must be switched to the off position. Integral Photocell function not to be utilized on these fixtures.

## Terms and Conditions

1. Keystone Technologies reserves the right to examine all failed fixtures and reserves the right to be the sole judge as to whether any fixtures are defective and covered under warranty.
2. In the event that our products incorporate components made by other manufacturers, the warranty coverage for those specific components shall be governed by the warranty policies provided by their respective manufacturers. Keystone Technologies will support customers in seeking warranty services from the appropriate manufacturer for such components, ensuring comprehensive coverage and customer satisfaction.  
 Additionally, Keystone Technologies acknowledges that it takes no responsibility for the compatibility of the aforementioned components made by other manufacturers with Keystone's own products, whether field or factory installed. Customers are advised to conduct due diligence and verify the compatibility of such components with Keystone products prior to final installation. Any issues arising from the use or compatibility of these external components shall be handled directly between the customer and the respective manufacturer. Keystone Technologies will provide support and assistance in identifying the appropriate manufacturer for inquiries related to these components, but will not assume any liability for any compatibility-related concerns.
3. Repaired and/or replacement products are warranted by Keystone ONLY for the remainder of the original failed product's Warranty Period, as determined by the product date code and/or proof of purchase from authorized distributor/dealer.
4. The Keystone Technologies Warranty shall be the sole remedy of the Customer and the sole liability of Keystone Technologies to the Customer. NO IMPLIED STATUTORY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IS MADE OR IS TO BE IMPLIED. Keystone Technologies will not under any circumstances whether as a result of breach of contract, breach of warranty, tort, strict liability or otherwise be liable for consequential, incidental, special or exemplary damages including, but not limited to, loss of profits or revenues, loss of use of any other goods or associated equipment to damage to any associated equipment, cost of capital, cost of substitute products, facilities or service, down time cost, or claims of claimant's customers.
5. This warranty does not cover alterations, modifications or additions to the product unless the change is approved by Keystone in writing.
6. Warranty is subject to change without notice. Keystone Technologies reserves the right to modify the Warranty; any such modifications shall be effective for all purchases made on and after the effective date of such modification. Last Modification 12/21/2023.

## Supplemental Terms and Conditions (Poles)

This warranty explicitly excludes (a.) fatigue failure or similar phenomena resulting from induced vibration, harmonic oscillation or resonance associated with movement of air currents around the product (b.) Damage caused by improper installation, overloading, misuse, abuse, accident or neglect. Furthermore, labor required to remove and/or reinstall original or replacements parts shall be the responsibility of the customer. Additionally, the customer assumes all responsibility for ensuring the structural integrity of any new or existing pole foundation, anchorage, or structures and all the consequences arising therefrom.

## Supplemental Disclaimer (PUREFIT UV-C Lamps)

- **UV-C Risk Group 3** (per ANSI/IESNA RP-273-96)
- **WARNING:** These lamps emit high power UV radiation. Avoid eye and skin exposure to unshielded product. Follow all installation instructions and user manuals.
- **THIS PRODUCT CAN CAUSE INJURY IF IMPROPERLY USED.** Do not attempt to look at the lamp during operation.
- UV-C radiation is harmful to the skin and eyes. Ensure people and animals avoid direct exposure to UV-C. When installing the lamps, make sure the device's installation manual is followed and lamps are not switched on during the installation process. Follow all warning statements on the lamp and device packaging.
- Materials that are exposed to UV-C for a long time may become damaged and/or discolored. Take care to prevent paintings, artwork, and other objects from exposure to avoid damage.
- Use only in products specially designed to accept UV-C lamps. Lamps should be used in an enclosed UV environment and/or within specially designed devices to ensure users and/or occupants are always shielded from the radiation.
- Do not install these lamps in standard fluorescent fixtures or use for general lighting applications.

With regards to the effectiveness in the inactivation of certain viruses, bacteria, fungi, or other harmful pathogens or micro-organisms: Keystone Technologies, LLC does not promise or warrant that the use of the UV-C lamps described here will protect any user (either direct or indirect) from or prevent infection and/or contamination with any viruses, bacteria, fungi, or other harmful pathogens or micro-organisms. The UV-C lamps are NOT approved or certified as a medical device by the FDA or any other regulatory body. As such, they are not intended for use to disinfect medical devices or equipment without further fixture level certifications. In addition to and without limitation of any exclusions or limitations of liability of Keystone Technologies, LLC as set forth in any agreement for the sale, distribution or otherwise making available of the UV-C lamps and power supplies, Keystone shall have no liability whatsoever for any claim or damage that may arise from or relate to any use of the UV-C lamps outside of their intended use or contrary to their installation and operation instructions, each as described in this document, the user manuals and/or the mounting instructions.