



**10-YEAR LIMITED WARRANTY STATEMENT FOR INDUSTRIAL  
AND COMMERCIAL LED PRODUCTS FROM JUNGO  
INDUSTRIES SAPI DE CV FOR SHIPMENTS WITHIN MEXICO,  
THE UNITED STATES, AND CANADA**

**WARRANTY:**

This limited warranty applies to products that are marked in their technical datasheet with a **10-year** warranty. Jungo Industries, SAPI de CV, under its brand Jungo Lighting® (JL), is committed to providing high-quality LED lighting products that are free from defects in materials and workmanship arising under normal and proper use for a period of **10 years** or 50,000 operating hours, whichever comes first.

This document establishes the warranty policy of the organization Jungo Industries SAPI de CV, under its brand Jungo Lighting® ("JL"), from which you ("Buyer") purchase your luminaires. This policy is only applicable to Jungo Lighting's professional luminaires ("Products"). JL does not warrant any third-party product attached, inserted, or added to the Products, such as sensors, batteries, power supplies, photocells, or wireless controllers, which are covered by the applicable warranty (if any) of the original manufacturer.

**WARRANTY PERIOD:**

The warranty period begins on the invoice date. The LED arrangements in the Product(s) shall be considered defective in material or workmanship only if a total of 15% or more of the individual light-emitting diodes in the Product(s) fail to illuminate. This warranty policy is valid only when the Products are correctly installed and operated under the application conditions specified in the Product(s) specification sheet. The Buyer receives this 'standard warranty' by default. If the customer desires, an "extended warranty" or a "customized project warranty" may be agreed upon after evaluating specific application conditions. The Buyer should not rely on any other warranty information or documentation except for this one.

**TERMS AND CONDITIONS :**

This Limited Warranty will be VOIDED if the Buyer or user fails to comply with applicable JL instructions and recommendations; if any component is replaced with components from other manufacturers; if the Product is used outside the specified electrical values or subjected to abnormal use or stress, including overvoltage conditions, excessive switching cycles, and operation under environmental conditions (e.g., ambient temperature) outside the specified normal operating range. JL shall not be responsible for any Product failure resulting from external causes, including but not limited to acts of nature; physical damage; exposure to adverse or hazardous chemicals or substances; use of reactive cleaning agents and/or harsh chemicals for cleaning the Product(s); environmental conditions; vandalism; fire; power failure, inadequate power supply, power surges or dips, induced vibration; animal or insect activity; fault or negligence of the Buyer, end user of the Product(s), or any third party; improper or unauthorized use in installation, handling, storage, alteration, maintenance, or service; or failure to comply with JL's standards, codes, recommendations, specification sheets, or instructions. The abnormal use or use in violation of any applicable standard, code, or instructions for installation, including those contained in the latest

National Electrical Code (NEC), Underwriters Laboratories (UL/ETL) Safety Standards, Standards for the American National Standards Institute (ANSI), Canadian Standards Association (CSA) in Canada, European (CE), Australian (C-Tick), and Mexico (NOM); or any cause other than a defect in the material or workmanship of the Product(s) itself; or any other occurrence beyond JL's reasonable control will void the warranty. JL shall also not be liable under this Warranty for any substantial deterioration in the Product's finish caused by lack of cleaning, inspection, or maintenance of the Product's finish. If the Product(s) are used on existing foundations, anchors, or structures, the end user is solely responsible for the structural integrity of such bases, anchors, or existing structures and all consequences arising from their use. The end user must maintain proper records of the operational, maintenance, and/or testing history and must provide them to JL upon request to confirm that the Products have met the terms of this Warranty. Neither the polycarbonate nor the acrylic material used in the Products is warranted against yellowing, as yellowing may naturally occur over time due to normal aging. The Product(s) are not warranted against costs incurred in relation to changes or modifications to the Product(s) required to accommodate site conditions and/or faulty building design or construction. Additionally, the Product(s) are not warranted against the costs resulting from the installation of third-party components, failure of third-party-supplied components, or failures of the Product(s) supplied by JL caused by a third-party component.

#### **BUYER PROTECTION:**

If the Product(s) do not comply with the terms of this Warranty, JL may, at its option, (i) repair or replace the Product(s) with the same functionally equivalent product(s) or component(s) FOB JL's Warehouse, (ii) provide a free replacement product or spare parts FOB JL's Warehouse, or (iii) issue a refund or partial refund for the Product(s) or spare parts. This warranty excludes labor and equipment required to remove and/or reinstall original or replacement parts. The repaired or replacement Product is warranted for the remainder of the original warranty period. If more than 80% of the warranty period has already elapsed, JL reserves the right to charge for labor and parts costs associated with repairs or replacements.

#### **WARRANT MANAGEMENT:**

This Warranty extends only to the Product(s) delivered to and is for the sole and exclusive benefit of the original end users of the Product(s) at the original location.

Warranty claims regarding the Product(s) must be submitted in writing within thirty (30) days of discovering the defect or failure to an authorized JL After-Sales Service representative, JL customer service representative ([warranty@jungo.lighting](mailto:warranty@jungo.lighting)), or an authorized Lighting Specialist. The return of the product(s) or component(s) may be required for inspection and verification of non-conformance by JL, but no product(s) or component(s) will be accepted for inspection unless accompanied by a "Return Authorization Number" obtained solely through an authorized JL After-Sales Service representative, JL customer service representative ([warranty@jungo.lighting](mailto:warranty@jungo.lighting)), or an authorized Lighting Specialist. JL is not responsible for the costs and expenses incurred in shipping the Product(s) to JL or the costs incurred in shipping replacement Product(s) to the Buyer.

JL reserves the right to modify or discontinue this Warranty without prior notice; such modification or discontinuation will only be effective for any Product(s) purchased after such modification or discontinuation.