

PRODUCT WARRANTY

Manufacturer warrants to Purchaser that each Product will be free from any defect in materials and workmanship which causes the Product to fail to operate in accordance with Manufacturer's published specifications for such Product as in effect on the date of shipment or installation. **The foregoing warranty is valid for one (1) year for the Product's electronic components, and ninety (90) days for batteries, from the date of purchase from the Manufacturer/Dealer (which ever immediately precedes use of the product).** If the Product fails to operate in accordance with this warranty, Manufacturer will repair or replace the Product or the defective part thereof, or credit Purchaser for the purchase price therefore, subject to the limited warranty terms and conditions set forth herein. For purposes of clarity, "repair or replace the Product or the defective part thereof" does not include any removal or reinstallation costs or expenses, including without limitation labor costs or expenses. If Manufacturer chooses to replace the Product and is not able to do so because it has been discontinued or is not available, Manufacturer may replace it with a comparable Product. Manufacturer shall have no liability under this warranty unless Manufacturer is notified in writing promptly upon Purchaser's discovery of the defect and the defective items are returned to Manufacturer, freight prepaid, and received by Manufacturer not later than ten (10) days after expiration of the warranty period. This warranty shall not apply to any defect or failure to perform resulting from misapplication, improper installation, improper operation, abuse or contamination, whether internal or external and only applies when the Product has been properly wired and installed and operated within the electrical values, operating ranges and environmental conditions provided in the specifications or installation instructions for such Product. This warranty does not apply to damage or failure to perform arising as a result of any Acts of God or from any abuse, misuse, stress, or abnormal strain or use. The product is not warranted against damage caused by lighting or other power surges to third party equipment, wiring, landscape, or facilities. The warranty does not cover any effects to landscape or property due to Manufacturer's Product operation or failure to operate following a surge or lighting strike. Manufacturer shall have no liability of any kind for failure of any equipment or other items in which the Product are incorporated. Unless otherwise specifically agreed to in writing by Manufacturer, this warranty shall not apply to Product manufactured by Manufacturer to Purchaser's designs or specifications, and no warranty is given as to such non-standard Product. This warranty shall become void in the event any repairs or alterations not duly authorized by Manufacturer in writing are made to the Product by any person.

UNDER NO CIRCUMSTANCES SHALL MANUFACTURER'S LIABILITY ARISING OUT OF OR IN CONNECTION WITH THESE TERMS AND CONDITIONS OR MANUFACTURER'S PERFORMANCE OR ASSERTED FAILURE TO PERFORM HEREUNDER, IN CONTRACT, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE, EXCEED THE PURCHASE PRICE OF THE PRODUCT TO WHICH SUCH LIABILITY RELATES. IN NO EVENT SHALL MANUFACTURER BE LIABLE FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING, WITHOUT LIMITATION, DAMAGES RESULTING FROM LOSS OF USE, PROFITS, BUSINESS OR GOODWILL, WHETHER OR NOT MANUFACTURER HAS BEEN ADVISED OF THE POSSIBILITY THEREOF.

The product warranty does not cover:

- a) Defects or damages resulting from misuse.
- b) Defects or damages resulting from abnormal use, abnormal conditions, improper storage, exposure to moisture, dampness or corrosive environments, unauthorized repair, neglect, rough handling, abuse, accidents, alteration, improper installation, incorrect voltage application, food or liquid spillage, and acts of God.
- c) Normal wear and tear.
- d) If the product has been opened, modified or repaired by anyone other than a Warranty Service Center or if it is repaired using unauthorized spare parts.
- e) If the serial number or date has been removed, erased, defected, altered or are ineligible in any way subject to sole judgment of Astera LED Technology.

Products and/or batteries falling under the warranty terms should be inputted onto the Astera Portal. The product will be repaired or replaced free of charge (with no additional costs, taxes, charges to the customer) by an authorized Service Center providing it meets the warranty requirements. To register your faulty product and/or battery, please sign-up at the following address: <http://sys.astera-led.com/admin/login.php>

The Astera Portal is designed to improve the customers' experience and ease of transaction when experiencing problems with Astera products. Customers with faulty products can register at the Portal, regardless of in-warranty or expired warranty products. Once the product/problem has been registered, communication can commence between the user and the Service Center to correct the issue. In most cases, products will not need to be forwarded to a Service Center; technical advice will suffice. Product repairs can be followed stage by stage as progress is updated, allowing total control over the service by the user.

For problems/questions regarding the Astera Portal, please contact portal@astera-led.com