



# Warranty Policy - Lighting Products

## **Architectural Lighting Solutions**

**(LightMaster, Lunar Series, Skyline Series, Solar Series, Solar Eclipse Series, Solar Duo Med Series, Solar Surgical, Behavioral Series)**

Amico Lights Corporation warrants its products against defective materials and workmanship for twelve (12) months from the date of shipment. Within this period, Amico Lights Corporation will repair or replace any part on site or at the factory which is proven to be defective at Amico Lights Corporation's cost.

Furthermore, Amico Lights Corporation will warrant its material to be free from defect for an additional period of four (4) years (five [5] years from the date of shipment). Within this period, Amico Lights Corporation will replace any part at no charge, which is proven to be defective. Shipping and installation costs after the first twelve (12) months will be borne by the customer.

The warranty applies to normal usage and does not apply to any product that has been subject to alteration, abuse, negligence, or use (including voltage and/or current) other than that for which the product was designed.

Amico Lights Corporation shall not be liable for incidental or consequential damages resulting from the use of the equipment.

All claims for warranty must first be approved by Amico Lights Corporation. A valid Return Goods Authorization (RGA) number must be obtained from Amico Lights Corporation prior to commencement of any service work. Warranty work which has not been pre-authorized by Amico Lights Corporation will not be reimbursed.

## **Medical Lighting Solutions**

**(Mira Series, Nova Series, Vega Series)**

Amico Lights Corporation warrants its products against defective materials and workmanship for twelve (12) months from the date of shipment. Within this period, Amico Lights Corporation will repair or replace any part on site or at the factory which is proven to be defective at Amico Lights Corporation's cost.

Furthermore, Amico Lights Corporation will warrant its material to be free from defect for an additional period of four (4) years (five [5] years from the date of shipment). Within this period, Amico Lights Corporation will replace any part at no charge, which is proven to be defective. Shipping and installation costs after the first twelve (12) months will be borne by the customer.

The spring arms for the above mentioned are warranted for a period of twelve (12) months. The warranty for the spring arms shall include parts and labor and shall commence from the date of shipment.

The warranty applies to normal usage and does not apply to any product that has been subject to alteration, abuse, negligence, or use (including voltage and/or current) other than that for which the product was designed.

Amico Lights Corporation shall not be liable for incidental or consequential damages resulting from the use of the equipment.

All claims for warranty must first be approved by Amico Lights Corporation. A valid Return Goods Authorization (RGA) number must be obtained from Amico Lights Corporation prior to commencement of any service work. Warranty work which has not been pre-authorized by Amico Lights Corporation will not be reimbursed.



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## Medical Lighting Solutions (Clarity Series, Gamma 60, Magna Series)

The limited warranty described below by Amico Light Corporation (“Amico Lights”) applies to the following medical lighting products; Clarity Series, Magna Series, and the Gamma 60. The Five-Year Limited Warranty (“Warranty”) applies to qualified products purchased after January 1, 2022. Products purchased before this date shall have warranty coverage effective at the time of purchase.

This Warranty is provided only to the original end-user purchaser (“Purchaser”) of the qualified product and is not transferrable to any other party. A dated proof of purchase for the qualified product must accompany any claim being made under this Warranty.

**1. LIMITED WARRANTY.** Amico Lights warrants to the purchaser that for a period of five (5) years from the date of shipment (“Warranty Period”) of the qualified products, when delivered in new condition and its original packaging, they will be free from defects in materials and workmanship and will conform to the published product specifications. Qualified products determined by Amico Lights to be defective after return to Amico Lights or a service agent authorized by Amico Lights during the Warranty Period will be, at Amico Lights’ sole discretion and without charge to the purchaser:

- a. Repaired utilizing new or comparable refurbished parts or;
- b. Exchanged for a new or refurbished qualified product or;
- c. Refunded for the purchase price paid by the purchaser for the defective qualified product.

Except where prohibited by law, the requirements under this Section shall be Amico Lights’ sole obligation and liability to the purchaser for claims under this Warranty. The qualified product that is repaired or replaced under this Warranty will continue to be covered for the longer of i.) one hundred eighty (180) days from the date of return shipment by Amico Lights, or ii.) the remaining duration of the applicable Warranty period.

**2. WARRANTY EXCLUSIONS AND DISCLAIMERS.** AMICO LIGHTS MAKES NO OTHER WARRANTY OF ANY KIND WITH RESPECT TO THE QUALIFIED PRODUCT. ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE (EVEN IF THE PURCHASER HAS NOTIFIED AMICO LIGHTS OF ITS INTENDED USE FOR THE PRODUCTS), AND NON-INFRINGEMENT ARE EXPRESSLY EXCLUDED FROM THIS WARRANTY, EXCEPT WHERE PROHIBITED OR RESTRICTED BY LAW. THIS WARRANTY MAY NOT BE ALTERED WITHOUT THE EXPRESS WRITTEN CONSENT OF AMICO LIGHTS. NO RESELLER, DISTRIBUTOR, OR ANY OTHER AGENT ACTING ON BEHALF OF AMICO LIGHTS SHALL BE AUTHORIZED TO MODIFY THIS WARRANTY IN ANY WAY OR AT ANY TIME.

Amico Lights is not responsible for, and the Warranty does not cover any of the following:

- a. Loss or damage to the qualified product due to abuse, neglect, mishandling, accident, improper installation, improper maintenance, improper storage, or failure to follow any product instructions;
- b. Loss or damage to the qualified product due to connection to an electrical source other than the specific voltage which is specified for the product;
- c. Loss or damage to the qualified product due to “dirty power,” voltage spikes, or any similar occurrences of electrical surge;



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- d. Defects or damage caused by service, modification, repair, or attempted repair by any party other than Amico Lights or its authorized service agents;
- e. Routine product maintenance;
- f. Any qualified product which has had its serial number or dating altered or removed.

**3. WARRANTY RETURN, REPAIR, AND REPLACEMENT.** To be eligible for Warranty repair or replacement, the purchaser must notify Amico Lights within thirty (30) days of discovering any apparent defect in materials or workmanship or failure to conform to the published specifications, and obtain a Returned Materials Authorization (RMA) number from Amico Lights Customer Service. Notifications and requests for an RMA are to be submitted by e-mail to [alt-csr@amico.com](mailto:alt-csr@amico.com) or by calling Amico Lights Customer Service at +1 (877) 462-6426. The purchaser must provide an original dated proof of purchase to obtain an RMA number. The purchaser is solely responsible for complying with all RMA instructions provided by Amico Lights including but not limited to adequately packaging the qualified product for shipment to Amico Lights and for all packaging and shipping costs. Amico Lights will pay shipping charges associated with returning any repaired or replaced qualified product to the purchaser.

Amico Lights reserves the right to determine, in its sole discretion, whether a returned qualified product is covered under the Warranty. Suppose Amico Lights determines that any returned qualified product is not covered under the Warranty. In that case, Amico Lights may charge the purchaser a reasonable handling fee to return the qualified product to the purchaser at the purchaser's expense or offer the purchaser the option of handling the qualified product as a non-warranty return.

**4. NON-WARRANTY RETURN.** Purchaser may request that Amico Lights evaluate and service or repair a qualified product not covered under Warranty, which Amico Lights may agree to do at its sole discretion. Before the purchaser returns a product for non-warranty evaluation and repair, the purchaser must contact Amico Lights Customer Service by e-mail at [alt-csr@amico.com](mailto:alt-csr@amico.com) or by calling Amico Lights Customer Service at +1 (877) 462-6426 to request an evaluation and obtain an RMA number. Purchaser is solely responsible for complying with all RMA instructions provided by Amico Lights including but not limited to adequately packaging the qualified product for shipment to Amico Lights and all packaging and shipping costs. Upon receipt of an authorized non-warranty return, Amico Lights will evaluate the qualified product and contact the purchaser regarding the possibility of repair and the costs and fees associated with the purchaser's request. Purchaser shall be responsible for the reasonable cost of Amico Lights evaluation, for the cost of any repairs or services authorized by the purchaser, and for the cost of repackaging and returning the qualified product to the purchaser. Any non-warranty repair of a qualified product is warranted for one hundred eighty days (180) days from the date of return shipment by Amico Lights to be free from defects in materials and workmanship only, subject to all of the limitations, exclusions, and disclaimers in this document.

**5. DISCLAIMER OF LIABILITY.** AMICO LIGHTS SHALL NOT BE LIABLE FOR LOSS OF REVENUES OR PROFITS, EXPENSE FOR SUBSTITUTE SERVICES OR PRODUCTS, STORAGE CHARGES, LOSS OR CORRUPTION OF DATA, OR ANY OTHER SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGE CAUSED BY THE USE, MISUSE, OR INABILITY TO USE THE QUALIFIED PRODUCT, REGARDLESS OF THE LEGAL THEORY ON WHICH THE CLAIM IS BASED, EVEN IF AMICO LIGHTS IS ADVISED OF THE POSSIBILITY OF SUCH DAMAGE. AMICO LIGHTS' MAXIMUM LIABILITY FOR ANY CLAIM RESULTING FROM THE USE, MISUSE, OR INABILITY OF THE PURCHASER TO USE THE QUALIFIED PRODUCT SHALL NOT EXCEED THE PURCHASE PRICE PAID BY THE PURCHASER FOR THE QUALIFIED PRODUCT.



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## MRI Lighting Solutions

Amico Lights Corporation warrants its products listed in the table below to be free of manufacturing defect only for the period listed within the table:

Product	Warranty Term
Filter Pack/Power Supply	12 months
Controls	12 months
MRI Safe 4K Video Display	12 months
Video Display Bezel	12 months
RGB Illuminated Image Wall Fixtures	36 months
White LED Recessed Downlight Fixture	36 months
White LED Retrofit	36 months
RGB LED Light Strips	36 months
Technologist Tablet/Control Station	12 months
Patient Tablet	12 months
MR Compatible Speakers	12 months
Blu-Ray/DVD Player	12 months
My Device HDMI Connection for Third-Party Content	12 months
Receiver	12 months
Wireless Access Point	12 months
Control Rack & All Components Contained Within	12 months
Portable Video Display (PVD)	12 months
MR Compatible HD Cameras	12 months

**TERMINATION:** Amico Lights obligation to provide the Warranty shall terminate upon Customer’s failure to make any payment when due or other breach of Customer’s or Contractor’s obligations to Amico Lights.

**INSTALLATION:** All replacement Products are to be removed and installed by the original installer or Customer. Labor to remove and reinstall Products is not covered under this Warranty.

**PRODUCT RETURN:** Amico Lights requests that any damaged or defective equipment to be returned. The customer may be invoiced for the cost of any unreturned Products.

The warranty applies to normal usage and does not apply to any product that has been subject to alteration, abuse, negligence, or use (including voltage and/or current) other than that for which the product was designed.

Amico Lights Corporation shall not be liable for incidental or consequential damages resulting from the use of the equipment.

All claims for warranty must first be approved by Amico Lights Corporation. A valid Return Goods Authorization (RGA) number must be obtained from Amico Lights Corporation prior to commencement of any service work. Warranty work which has not been pre-authorized by Amico Lights Corporation will not be reimbursed.