

1. SATCO Products Inc. or SATCO Product of Canda Inc. (“SATCO”) respectively warrants to the original end-user purchaser that its new SATCO Product (“Product”) will be free from manufacturing defects in material and workmanship and comply with their respective published specifications, starting from the date of purchase, unless otherwise noted below including but not limited to manufacture date. Any other Product that is not listed has a one (1) year warranty from the date of purchase.
2. Unless otherwise prohibited by law, this limited warranty applies only to Products that were purchased from a SATCO authorized reseller as SATCO cannot control the quality of Products sold by unauthorized resellers. SATCO reserves the right to reject warranty claims from purchasers for Products purchased from unauthorized resellers, including unauthorized internet sites.
3. This limited warranty does not cover, and is not limited to, any defects due to normal wear and tear, damage due to misuse, abuse, alteration or modification to the Product, improper wiring or installation, improper power supply, power surges or dips, and/or excessive switching, nuisance tripping of arc fault breakers, due to noise line interference, induced vibration; harmonic oscillation, improper storage, vandalism, negligence, accumulation of debris (natural or otherwise), animal or insect activity, heavy tree cover, WiFi, cellular, satellite or radio interference, terroristic acts, acts of God.
4. Neither polycarbonate nor acrylic material used in the Products is warrantied against yellowing or cracking, as yellowing and/or cracking may naturally occur over time due to normal aging.
5. 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, for what is recognized in the place of installation. This warranty is also not applicable if the Product is not installed according to SATCO instructions or recommendations, or if the Product has been exposed to abnormal operating conditions including but not limited to, excessive temperatures, humidity, and air movement. Products are 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 Products explicitly excludes damage or defects resulting from use in manufacturing environments with caustic or corrosive chemicals. Any such use will void the warranty, and SATCO 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 SATCO directly for alternative lighting solutions suitable for these environments.

6. 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 LEDs in the Product failing to illuminate.
7. The 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.
8. 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.
9. Additionally, SATCO acknowledges that it takes no responsibility for the compatibility of the aforementioned components made by other manufacturers with SATCO's own Products, whether field or factory installed. Customers are advised to conduct due diligence and verify the compatibility of such components with SATCO 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. SATCO 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.
10. The batteries must be installed and operational no later than 2 months from the day of shipment. If stored beyond such time period, the Purchaser is responsible for recharging or replacing the batteries according to battery manufacturer's instructions at 2 months and every two-month thereafter.
11. Lamps: "Type A" linear lamps must be operated on ANSI-compatible ballasts located on SATCO ballast compatibility sheets. Operating ballast must still have a valid manufacturer warranty, otherwise warranty is void. LED lamps are not to be installed in any sealed and gasketed/vapor tight style fixtures. All LED lamps are based on operation of a max of 12 hours per day, 365 days per year.
12. CFLni/CFLi: Warranty Period based on a maximum operation of 4000 hours per year with 3 hours minimum daily on time. Limited warranty applies only to the extent installed lamps fail more than the following percentages: 3% for PL-L and PL-T lamps, 4% for PL-C 4 pin lamps, 5% for PL-S lamps, and 6% for PL-C 2 pin and PL-Q lamps. In addition, a maximum operation of 4000 hours per year with 3 hours minimum daily on time, when used on programmed start ballast with occupancy sensor (set minute on time of 15 mins). More so based on a maximum operation of 4000 hours per year with 3 hours minimum daily on time, when used on instant start ballast with occupancy sensor (set minute on time of 30 mins).

13. Linear and Circline Fluorescent: Warranty Period based on 3hr/12hr start times on instant start ballasts, without use of sensors, and a maximum operation of 5110 hours per year. In addition, based on 3hr/12hr start times on programmed start ballasts, without use of sensors, and a maximum operation of 5110 hours per year. More so based on maximum operation of 5110 hours per year, when used on programmed start ballast with occupancy sensor (set to minimum on time of 15 minutes) or when used on instant start ballast with occupancy sensor (set to minimum on time of 30 minutes). Warranty Period commences on the date of manufacturing labeled on the lamp.
14. More: If a claim is made under this limited warranty and, after investigation by SATCO, proves to be valid, SATCO will, at its sole option, either repair or replace the defective Product or part pro-rated and reserves the right to choose the installer. If SATCO chooses to replace the Product and is not able to do so because it has been discontinued or is not available, SATCO may replace it with a comparable Product. SATCO reserves the right to use new, reconditioned, refurbished, repaired, or remanufactured Products or parts in the repair or replacement of any covered by this limited warranty. Purchasers who wish to make a claim based upon a Product defect should email SATCO at info@satco.com or call 800-257-2826. Please note that purchasers will be required to provide a description of any claimed defect(s) within 30 days of the alleged failure and a dated proof of purchase from the SATCO-authorized seller may be requested to verify warranty eligibility. No returns will be accepted by SATCO if not accompanied by a valid return authorization number. SATCO reserves the right to request other information and evidence reasonably required to verify warranty eligibility. Any Product believed to be defective as covered by this limited warranty may not be returned for warranty service without prior authorization from SATCO. If your request for warranty service is approved, you will then need to return the Product to the place of purchase or mail the Product to SATCO PRODUCTS, Inc., 110 Heartland Blvd., Brentwood, NY 11717 postage pre-paid. Adequate records of operating history, maintenance, and/or testing (as applicable) must be kept by the end-user and provided to SATCO upon request to substantiate that the Product(s) have failed to comply with the terms of this Limited Warranty. Failure to follow this request will void warranty.
15. SATCO will not be held responsible for any labor or transportation costs related to the removal, return, installation services, loss of profit, goodwill, or damages, direct or indirect, associated with the warranty claim, even if SATCO was aware of the possibility of such. However, SATCO, 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 the warranty claim.

16. This limited warranty only covers Product function and does not cover existing building systems and/or network performance of any Product(s) or re-programming, or field adjustments of any Product(s) done by anyone that has not been authorized or certified in writing by SATCO. SATCO does not warrant the security of any Product(s). Product(s) that are identified by SATCO as requiring on-site commissioning will only be covered by this Limited Warranty if commissioned by SATCO authorized personnel. Warranty coverage shall not apply to any equipment or integration services of another manufacturer used in conjunction with SATCO Product(s) or where SATCO-authorized cables are not used.
17. Additionally, software (other than firmware), mobile apps, commissioning services, installation services, remote programming, and other professional services are excluded from this Limited Warranty. Applicable third-party service providers are solely responsible for the costs related to any claims associated with any such third-party services. Access to software and mobile apps associated with the Product(s) may be subject to the terms of an End-User License Agreement or Terms and Conditions of Use (“EULA”) and, if applicable, warranty terms applicable for such software and mobile apps are set forth in the applicable EULA.
18. Effective for all Products with a date of manufacture on or after March 31, 2025 (as determined by date code on the Product.) No retroactive coverage for Product made prior to March 31, 2025. Warranty is subject to change without notice. SATCO reserves the right to modify the Warranty; in its sole and absolute discretion any such modifications shall be effective for all purchases made on and after the effective date of such modification.
19. If you have any questions about whether a seller is authorized, call us at 800-257-2826 or email us at info@satco.com. This warranty statement supersedes any warranty statement that may be included with printed materials accompanying the Product.
20. If you would like a physical copy of this Limited Warranty, feel free to print this webpage, call our Customer Service team at 800-257-2826, or write us at SATCO at 110 Heartland Blvd., Brentwood, NY 11717 and we will be happy to send you a copy.
21. THE FOREGOING WARRANTY TERMS ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, AND SATCO EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, RELATING DIRECTLY OR INDIRECTLY TO THE PRODUCT (S), WHETHER ORAL, WRITTEN, OR ARISING BY COURSE OF DEALING OR USAGE OF TRADE, INCLUDING, WITHOUT LIMITATION, ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. NO AGENT, DISTRIBUTOR OR OTHER SUPPLIER

OF SATCO PRODUCTS HAS THE AUTHORITY TO MODIFY OR AMEND THIS WARRANTY WITHOUT EXPRESS WRITTEN AUTHORIZATION FROM SATCO.

The total liability of SATCO on any and all claims of any kind, whether in contract, warranty, tort (including negligence), strict liability or otherwise, arising out of or in connection with, or resulting from, SATCO's performance or breach of this Limited Warranty, or from SATCO's sale, delivery, resale, repair, or replacement of any Product(s) or the furnishing of any services, shall in no event exceed the purchase price allocable to the Product(s) that give rise to the claim, and any and all such liability shall terminate upon the expiration of the Warranty Period specified above. SATCO shall not be liable for damages caused by any delays involving warranty services. IN NO EVENT SHALL SATCO BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL, EXEMPLARY OR PUNITIVE DAMAGES, ARISING OUT OF THE SALE OR PERFORMANCE OF ANY PRODUCTS OR SERVICES, OR ANY BREACH OF WARRANTY OR OBLIGATIONS UNDER WARRANTY EVEN IF INFORMED OF THE POSSIBILITY OF SUCH DAMAGES, WHETHER AS THE RESULT OF BREACH OF CONTRACT, WARRANTY, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY, OR ANY OTHER THEORY, INCLUDING WITHOUT LIMITATION LABOR OR EQUIPMENT REQUIRED TO REMOVE AND/OR REINSTALL ORIGINAL OR REPLACEMENT PARTS, LOSS OF TIME, PROFITS OR REVENUES, LACK OR LOSS OF PRODUCTIVITY, INTEREST CHARGES OR COST OF CAPITAL, COST OF SUBSTITUTE EQUIPMENT, SYSTEMS, SERVICES OR DOWNTIME COSTS, LOSS OR CORRUPTION OF DATA, DAMAGE TO OR LOSS OF USE OF PROPERTY OR EQUIPMENT OR ANY INCONVENIENCE ARISING OUT OF ANY BREACH OF THE FOREGOING WARRANTY OR OBLIGATIONS UNDER SUCH WARRANTY.

22. These Product warranty terms shall be governed by the laws of the State of New York. The buyer consents to the personal jurisdiction and venue of the courts of the State of New York. Any legal or equitable claim of any nature arising hereunder shall be filed and maintained in the state or federal courts in the State of New York, located within the 10th Judicial District of the State of New York and buyer agrees that such courts are a convenient forum for adjudication. In the event that suit is necessary to recover amounts owed SATCO, buyer shall be liable for reasonable attorney's fees, interest and costs of collection. No agreement or understanding varying the terms and conditions hereof shall be binding upon SATCO or the buyer unless in writing and signed by duly authorized representatives of both parties. These Product warranty terms shall inure to the benefit of and be binding upon the parties hereto and their respective successors and assigns unless superseded by other local, state, or federal regulations. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from location to location.

Product Category	Subcategory	Warranty Period	Max Hours Per Day
SATCO Commercial Indoor	Everything Else	5 Years	12 Hours
	ES-Downlights Replaceable Drivers	3 Years	24 Hours
	ES-Downlights Non-Replaceable Drivers	5 Years	24 Hours
	Non ES-Downlights	3 Years	12 Hours
SATCO Commercial Outdoor	Everything Else	5 Years	12 Hours
Standalone Controls	All Types	5 Years	12 Hours
Components	All Types	1 Year	N/A
SATCO Starfish	Lamps	3 Years	12 Hours
	Fixtures Besides ES Downlights/Doorbells/Cameras	1 Year	24 Hours
	ES-Downlights Replaceable Drivers	5 Years	24 Hours
	Non ES-Downlights	3 Years	12 Hours
NUVO	LED Integrated	3 Years	12 Hours
	Traditional Socket Fixtures	1 Year	N/A
Accessories		1 Year	N/A
LED Lamps	Design Life Greater Than or Equal to 50,000 Hours	5 Years	12 Hours
	Design Life Between 25,000 and 49,999 hours	3 Years	12 Hours
	Design Life Between 15,000 and 24,999 hours	2 Years	12 Hours
	Design Life Less than 14,999 hours	1 Year	12 Hours
CFLni	PL-L	2 Years	See CFLni Section Above
	PL-C/PL-Q/PL-T/PL-Q	1 Year	See CFLni Section Above
CFLni	All Types	2 Years	12 Hours
Linear and Circline Fluorescent	All Types	3 Years	Linear and Circline Fluorescent Section above
HID	HPS, CMH, MH	3 Years	12 Hours
Incandescent/Halogen	All Types	As is No Warranty	N/A