



NLight Global Limited Warranty

NLight (“NLight”) warrants that its horticultural lighting products (luminaires and drivers) will be free from defects in materials and workmanship under normal use for a period of **five (5) years** from the date of manufacture (or from date of delivery if specified in writing). This warranty is global in scope and applies to products sold worldwide (subject always to any mandatory local consumer protections). During the warranty period, NLight will, at its option, repair or replace defective products or refund the purchase price, as detailed below. In accordance with international guidelines (ISO 22059) a warranty must clearly state what is covered and not covered, the duration and remedies accordingly, this document specifies the coverage, exclusions, claims process, remedies, and limits on liability for all NLight products.

1. Warranty Coverage and Exclusions

- **Covered Products:** This warranty covers NLight-brand luminaires and compatible drivers (collectively “Products”) installed and used in accordance with NLight instructions. Third-party components (e.g. wireless control nodes, Bluetooth bridges, gateways, sensors) are *not* covered under NLight’s standard warranty beyond the duration provided by their original manufacturers. NLight will pass through any third-party warranty where possible, but makes no independent guarantee on third-party hardware. In all cases, coverage is limited to defects in material or workmanship; normal wear, cosmetic damage, or performance characteristics are not covered.
- **Excluded Issues:** This warranty does not cover performance levels such as light output (PPF, spectrum) or efficiency; these metrics are for design guidance only and any specific guarantees should be defined in a separate contract. Similarly, incidental costs are excluded – NLight is not liable for installation, removal, shipping, or labour costs in fulfilling a warranty claim. The following conditions will void coverage: improper

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installation or use outside NLight specifications; failure to follow instruction manuals; use of unauthorised power supplies or components; modifications or repairs by anyone other than NLight-authorized technicians; normal depreciation of lamp output; and use in abnormal environments. For example, defects caused by over-voltage/under-voltage, electrical surges beyond product ratings, corrosive or extremely dusty conditions, water damage beyond IP rating, accident, abuse, neglect, or acts of God are not covered. Mechanical damage (e.g. impact or scratching), vandalism, deterioration due to UV or chemicals, and corrosion are likewise excluded. Warranty claims arising from any design or specification provided by the customer or third party are not covered. In short, any defect resulting from causes outside NLight's control (environmental extremes, misuse, unauthorized alterations, force majeure, etc.) is expressly excluded from this warranty.

- **Limitations and Operating Conditions:** Products must be installed and maintained in accordance with NLight's installation guides and any applicable international standards (e.g. IEC 60598/62384 for luminaires and drivers). Overheating, over-current, or exposure beyond specified temperature or humidity limits will void this warranty. Customers are responsible for ensuring that fixtures are cleaned and maintained as recommended. This warranty does **not** cover expended consumables (like standard lamps, batteries, fuses, filters) or cosmetic changes that do not impair function.

2. Eligibility and Duration

- **Warranty Period:** The warranty term for NLight luminaires and drivers is **5 years** from the product's date of manufacture (or date of delivery/installation if specified). This aligns with industry practice for LED lighting products. Warranty periods for any third-party devices will be whatever the original manufacturer provides; NLight makes no additional time commitment for those items.

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- **Commencement:** The warranty period begins on the earlier of the ship date from NLight's factory or the date of sale to the original end-user. For projects where NLight is not the direct seller, the period begins on product dispatch to the reseller. The warranty does not restart or extend if the product is repaired or replaced.
- **Eligible Claimants:** This warranty is granted to the original purchaser (or end-user) of the NLight product. Claims must be supported by proof of purchase (invoice, order number or delivery note). If a product is resold in new condition, the warranty remains valid for the original end-user, provided the original purchase documentation is presented. Any attempt to transfer or modify the warranty without NLight's written consent voids the coverage.
- **Usage Requirements:** To remain eligible, Products must have been used in normal horticultural or indoor growing applications and within the electrical and environmental parameters stated on the product label or datasheet. Unauthorized changes to wiring, firmware, settings or installation outside the stated parameters void the warranty. NLight reserves the right to inspect the product before approving any claim.

3. Warranty Support and Service Regions

NLight provides global support for its products. Warranty claims should initially be addressed to the NLight office or distributor responsible for the sale, as follows:

- **UK Projects:** Claims arising from projects in the United Kingdom or Ireland may be handled by NLight UK.
- **Europe & Others:** Projects in mainland Europe (and internationally where applicable) will be serviced via NLight's Netherlands office (or regional distributor).
- **Global Reach:** For projects outside these regions, NLight's global distribution network or direct regional office will coordinate support.

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Customers should notify their point of sale or nearest NLight contact with a claim; NLight will forward details to the appropriate office. In all cases, claim handling will be in the language and legal context of the location where the product was shipped, subject always to the governing law below.

4. Warranty Claim Process

To initiate a warranty claim, the customer must notify NLight in writing (email is acceptable) **promptly after discovery** of any defect and **before the warranty period expires**. As industry practice shows, claims should be made within 30 days of noticing the issue. The notice must include sufficient information for NLight to evaluate the claim, for example:

- Proof of purchase (invoice or order number and date).
- Product model, serial number(s) and batch code(s).
- Description of the problem (symptoms, number of units affected).
- Date when the defect was first observed.
- Any operating history (e.g. hours of use, environmental conditions).
- Customer contact and shipping address.

Photos or videos of the defect may be requested. The claimant should keep the defective product(s) available for inspection. If required, NLight may request the customer to ship the failed unit (with an RMA number) back to an NLight service centre for analysis

RMA and Return: If an RMA is issued, the customer shall return the product per NLight's instructions, within the specified timeframe (typically within 10 business days of RMA issuance). The package must be clearly marked with the RMA number. Failure to follow the return procedure (including timeliness) will void the warranty claim. The customer bears all shipping and insurance costs when returning products to NLight (unless otherwise agreed in writing). NLight will cover the cost of shipping repaired or replacement products back to the customer, unless prohibited by local regulations.

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5. Remedies

If a returned product is found by NLight to be defective and covered under this warranty, NLight will, at its option, repair or replace the product, or refund the original purchase price. Repaired or replacement products may contain new or reconditioned parts and will be functionally equivalent to the original. Any replacement product or part carries the remainder of the original warranty term (no new warranty period begins). The remedy will be provided *F.O.B.* NLight's facility; the customer is responsible for installing the repaired or replacement unit. (As industry practice notes, labor, removal, re-installation or any other costs beyond the remedy are **not** covered by the warranty.)

NLight aims to perform repairs or replacements within a reasonable time from claim approval. (If repair or replacement will be significantly delayed, NLight will attempt to inform the customer.) At NLight's discretion, minor updates or modifications may be made to replacement products without affecting warranty compliance (the replacements need not be identical in appearance or non-functional specification, as long as they meet original performance).

If a returned product is inspected and found **not defective** (or if the failure is due to an excluded cause), NLight reserves the right to charge the customer for reasonable handling and testing costs, and to return the product freight collect. Any replacement of non-defective product will be at customer's expense.

6. Limitation of Liability

Exclusive Remedy: This warranty sets forth the sole and exclusive remedy for any defect in NLight products. To the fullest extent permitted by law, NLight's liability is strictly limited to the repair, replacement or refund described above. All other claims or remedies are waived. NLight expressly disclaims all other warranties or conditions, whether express, implied or statutory, including any implied warranty of merchantability or fitness for a particular purpose.

No Indirect Damages: NLight shall not be liable for any indirect, incidental, special or consequential damages arising from the sale, use, or failure of its products (including, without limitation, loss of profits, revenue, business

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interruption or loss of data), even if NLight has been advised of the possibility of such damages. In no event shall NLight's total liability exceed the purchase price paid for the defective product. This limitation applies whether a claim is in contract, tort, warranty, or otherwise. (Some jurisdictions may not allow the exclusion of certain warranties or damages; in such cases, NLight's liability will be limited to the minimum extent required by law.) Notwithstanding anything else, nothing in this warranty limits the statutory rights of consumers under laws such as the UK Consumer Rights Act 2015 (shortly: statutory implied terms remain in effect for consumer sales).

Force Majeure: NLight is not liable for delays or failures in remedy due to events beyond its reasonable control (e.g. natural disaster, war, strikes, or disruptions to transport or suppliers). Similarly, NLight will not be responsible for defects due to non-compliance by third-party service providers or utilities (power surges, grid failures, etc.)

7. Governing Law and Dispute Resolution

This Limited Warranty shall be governed by and construed under the laws of **England and Wales**, excluding its conflict-of-law rules. The United Nations Convention on Contracts for the International Sale of Goods (CISG) is expressly excluded. Any dispute arising under or relating to this warranty (including any question regarding its existence or validity) shall be subject to the exclusive jurisdiction of the courts of England and Wales. However, nothing in this choice of law or jurisdiction affects a customer's rights under local consumer protection laws.

8. Miscellaneous

- **Entire Agreement:** This warranty document, along with any NLight sales agreement, constitutes the entire agreement between the customer and NLight with respect to warranty coverage. It supersedes all prior communications and representations. Any representations or promises not contained herein shall not bind NLight.

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- **Modification:** NLight reserves the right to amend or update this warranty policy at any time, but changes will only apply to products purchased after the effective date of the change. The terms of this warranty cannot be altered or waived except in a written agreement signed by an authorized NLight officer.
- **Service Standard:** While NLight's liability is limited as stated, NLight is committed to high-quality customer service. Valid warranty claims will be handled promptly by trained support staff. NLight will endeavour to keep customers informed during claim handling and to minimize any downtime associated with defects.
- **Compliance:** NLight products are designed to meet applicable international standards (e.g. IEC/EN electrical safety and EMC regulations). This warranty is intended to satisfy the manufacturer's warranty obligations under those standards where relevant. No term of this warranty is intended to conflict with mandatory legal requirements; where any part is unenforceable, the remainder shall remain in effect.

Appendix A: Sample Warranty Claim Form (Example)

When submitting a warranty claim, please provide the following information. NLight may ask for additional details as needed. Below is a sample of the type of information collected:

- **Customer Details:** Name or company name; address; contact person; phone and email.
- **Purchase Information:** Order number or invoice number and date of purchase; name of supplier or distributor.
- **Product Details:** NLight product model and serial number (found on the product label); production batch or lot code; date of installation.
- **Failure Description:** Clear description of the defect or problem encountered; number of units affected; date the issue was first observed.
- **Operating Conditions:** Brief description of how the product was used (e.g. indoor greenhouse at X°C, 16h lighting cycle); approximate operating hours up to failure.

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- **Attachments:** Photographs of the defective unit (showing the product and any visible damage); snapshots of wiring and installation; if applicable, screenshots of error codes or controller logs.

Return Material Authorization (RMA): (For internal use) RMA number issued by NLight and instructions for returning the product.

Once the claim form is submitted and reviewed, NLight will issue an RMA if the claim is accepted. The claimant will then return the failed product for inspection, after which NLight will decide and perform the remedy (repair, replacement or refund) as described above.

Note: This appendix is provided for illustration only. Actual claim forms may vary.