



Lighting the Future Since 1895

3401 E. Jefferson Ave. | Detroit, MI 48207-4232
313.259.6400 | www.kirlinlighting.com

COMPANY POLICIES

Warranty Information - Architectural and Healthcare*

WARRANTY INFORMATION ARCHITECTURAL AND HEALTHCARE

February 17, 2025

**FIVE YEAR
LIMITED
WARRANTY:**

CATALOGED KIRLIN **LED Architectural and Healthcare** FIXTURES ARE WARRANTED FREE OF DEFECTS IN WORKMANSHIP OR MATERIAL FROM DATE OF PURCHASE, INSTALLED TO N.E.C., IN NORMAL USE. WARRANTY TERM: Five (5) years, with the exception of LRR-06013 and REM-0700A which are three (3) years, against defects that result in premature lumen depreciation (below 70% of initial lumen output), and when product(s) are installed where ambient temperatures do not exceed 45°C at fixture location. Abnormal use, abuse or misuse of the fixture, improper installation, or repair or modification of the fixture shall void this warranty.

In its sole discretion, Kirlin will repair, replace (F.O.B. factory), or refund the purchase price of any merchandise defective in workmanship or materials upon presentation of proof of purchase and defective material at Kirlin's offices, within the term specified above from the date of original shipment.

Kirlin's liability is limited to the foregoing and Kirlin shall not be liable for any other damages, direct or indirect, sustained by purchaser or any person. This warranty is supplied to the buyer in place of all other warranties, expressed or implied. No representative, dealer, or employee is authorized to give any warranty other than as expressed herein. Kirlin does not warrant as to the merchantability or fitness for a particular purpose, nor will any oral statement constitute a warranty or amend this warranty.

*Also See Architectural and Healthcare Terms & Conditions of Sale.



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Warranty Information INFRALED PRO Motorized Exam

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February 17, 2025

**FIVE YEAR
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WARRANTY:**

CATALOGED KIRLIN MOTORIZED MEDICAL FIXTURES ARE WARRANTED FREE OF DEFECTS IN WORKMANSHIP OR MATERIAL FROM DATE OF PURCHASE, INSTALLED TO N.E.C., IN NORMAL USE. WARRANTY TERM:

Five (5) years for Motorized Medical LED System (luminaires, wall controls and remote sensors) sold on or after May 1, 2023, against defects that result in premature lumen depreciation (below 70% of initial lumen output), and when products are installed where ambient temperatures do not exceed 45°C at fixture location.

One (1) year for remote controls.

Abnormal use, abuse or misuse of the system, improper installation, or repair or modification of the system shall void this warranty.

In its sole discretion, Kirlin will repair, replace (F.O.B. factory), or refund the purchase price of any merchandise defective in workmanship or materials upon presentation of proof of purchase and defective material at Kirlin's offices, within the term specified above from the date of original shipment.

Kirlin's liability is limited to the foregoing and Kirlin shall not be liable for any other damages, direct or indirect, sustained by purchaser or any person. This warranty is supplied to the buyer in place of all other warranties, expressed or implied. No representative, dealer, or employee is authorized to give any warranty other than as expressed herein. Kirlin does not warrant as to the merchantability or fitness for a particular purpose, nor will any oral statement constitute a warranty or amend this warranty.

WARRANTY-RELATED RETURNS

(See also "Terms and Conditions of Sale")

If a product is potentially subject to a warranty-related return and/or replacement, an RMA (Return Material Authorization) must be requested and received from Kirlin prior to the return of material.

1. Return material in original cartons, prepaid; mark each carton with RMA#; **use RMA as your packing slip (required)**.
2. Material must be received within 30 days of RMA issue date or credit will NOT be issued.
3. Returned material is potentially subject to a restocking fee depending on results of inspection/testing and also on the condition of returned materials.
4. Drivers and lighthouse assemblies must include minimum 5" lead wires, for testing.

HOW TO INITIATE A WARRANTY REPLACEMENT

1. Contact the factory via your Kirlin representative to report the claim; include the PO number, a detailed description of the issue(s) and photo/video evidence of the defect for fastest resolution. If the fixture(s) have a silver sticker visible inside or on the housing, please include a photo of that as well.
2. Kirlin Quotations department will identify the replacement component(s) needed, and issue a quote for the value of all replacement material.
3. Submit a Warranty Replacement purchase order to Kirlin, at the value provided in the quote.
4. Kirlin will ship replacement material to the job site and include RMA paperwork to facilitate the return of the original material. Kirlin will provide an invoice for the value of the material shipped.
5. Upon receipt of the original components, Kirlin will assess the root cause of the issue. If there is a valid warranty claim, Kirlin will issue a credit for the material value and freight.