



## LIMITED WARRANTY:

**A.** Pinnacle's warranty is an industry-standard "parts only" warranty and does not cover labor to replace components supplied.

**B.** Pinnacle warrants that its products, except as excluded herein, are free of material defects in workmanship and materials when used in accordance with all instructions and directions for installation, operation, and maintenance furnished by Pinnacle for a period of five (5) years for LED product and one (1) year for fluorescent product from the date of shipment. This warranty applies to product finishes, including powder-coat exterior finishes, with the express exclusion of all other exterior metal finishes. All warranty claims hereunder must be presented to Pinnacle in writing within the applicable warranty period. The warranty applies only to products that have been properly installed, operated, and maintained and is expressly nonapplicable to (i) any products which have been repaired, altered, or changed other than in accordance with instructions and directions furnished by Pinnacle in writing, or (ii) any products that have not been installed, operated, or maintained in accordance with instructions or directions furnished by Pinnacle in writing, or (iii) any products that have been installed, operated, or treated in any manner, which, in the reasonable judgment of Pinnacle, adversely affects its reliability and performance, or (iv) any products that have been damaged by accident, neglect, misuse, abuse, or natural disaster, or subjected to an unsuitable physical operating environment.

**C.** Any missing items not reported within fifteen (15) days of receipt will not be covered by the warranty. If Buyer does not provide pictures at Pinnacle's request, or if specific fixture information provided for items experiencing the claimed condition is not provided or not accurate, the warranty will not be honored.

**D.** This warranty does not apply to normal wear and tear or to consumable parts. This warranty does not apply to any product or component (including, without limitation, ballasts, transformers, circuit boards, battery packs, etc.) not manufactured by Pinnacle, and the sole warranty with respect to such items shall be that of the manufacturer if any.

**E.** Pinnacle's entire liability and exclusive remedy under this warranty shall be the repair or replacement of any affected products, at Pinnacle's sole discretion. Pinnacle will cover shipping to and from Buyer to repair product or ship replacement unless the problem is found not to be covered in Pinnacle's warranty, in which case, Buyer is responsible. No charge-back, or charge for labor or material, that does not have Pinnacle's prior written approval will be honored, accepted or paid by Pinnacle. Replacement products or components may be new, factory re-conditioned, refurbished, re-manufactured or functionally equivalent and will be furnished on an exchange basis. Returned products and components that have been replaced by Pinnacle will become Pinnacle's property. Replacement products and components are warranted as above for the remainder of the original applicable warranty period.

**F.** This warranty does not apply to products that have been altered or repaired outside of Pinnacle's factory or which have been subject to neglect, abuse, misuse, incorrect installation, or accident.

**G.** Pinnacle does not warranty jobs with past due invoices.

**H.** Warranties will be void if "Return Goods Authorization (R.G.A.)" is not returned.

**i.** At Pinnacle's discretion, warranty may be withheld for product having customer-requested custom modifications that adversely affect Pinnacle's capability to guarantee that the product is free of defects in workmanship and materials.



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J. No agent, employee, or representative of Pinnacle nor any third party has any authority to bind Pinnacle, to any affirmation, representation or warranty concerning products sold by Pinnacle except as expressly stated herein or specifically agreed to in advance by Pinnacle in writing.