



RedBird LED

WARRANTY POLICY

All RedBird LED HighBay, Stripit Kit, Ultra Stripit Kit and Tube light Products are covered for 10 years for complete replacement or repair

- i. If the fixture stops working completely or functions erratically
- ii. If any one or more of the individual LEDs fails
- iii. If the lumen output drops below 70% of the levels specified on the original product specification sheet or the CCT of the product shifts by > 500 degrees Kelvin

Filing a Warranty Claim is Easy

- i. Simply send an email to warranty@redbirdled.com that describes the failure, model designation, original date of purchase, contact information including phone, email and location of the installation.
- ii. A representative from RedBird LED warranty support will contact the claimant. The type of warranty replacement required will be determined and the replacement will be shipped. If RedBird requires the return of the failed unit for repair, a prepaid return shipping label will be sent to facilitate the return of the failed unit.

The Following Conditions Void the Warranty Coverage:

Manufacturer's installation instructions are not followed, ambient temperature surrounding the LED lamp exceeds 130 degrees F, electrical surge on the power line, lightning strike, water damage, smoke damage, mechanical damage, connection to voltage levels outside those specified, severe vibration or mechanical shocks, corrosive vapor.