

Limited Warranty

Industrial System Electronics Inc. (ISE) warrants to the original purchaser that its products will be free from defect in material and workmanship for a period of two (2) years from the date of manufacture by ISE. This warranty is not applicable to any ballast manufactured by ISE which is not installed, maintained and operated in accordance with ISE's instructions and with the current edition of the Canadian Electrical Code and National Electric Code (NEC), all applicable state and local codes, and CSA standards for safety and Underwriters' Laboratories, Inc. (UL). This warranty also is not applicable to any ballast which has been subjected to abnormal operating conditions including, but not limited to, case temperatures that exceed the maximum level as listed on the ballast spec sheet, under/over voltage, dirty and cracked sockets, harsh environment, improper lamp or ballast installation. Opening the ballast's case, without the express, written permission of ISE, shall void the warranty.

If it appears within two (2) years from the date of manufacture by ISE that any ballast does not meet the warranty specified above, the purchaser must notify ISE (purchase receipt or extended warranty certificate is required to benefit from warranty service) of its warranty claim. After receiving proper authorization from ISE, the purchaser may be requested to promptly return the ballast, at the purchaser's expense, to ISE pursuant to ISE's shipping instructions. Failure to follow this procedure shall void this warranty. Every ballast must be returned in the original packaging with all wires (power supply and lamp cord) and must not be modified or physically damaged. Within thirty (30) days of receipt of the ballast, ISE shall correct any defects at ISE expense. At ISE's sole option, said correction of defect shall be made either by: (a) repairing any defective part or parts, or (b) replacing any defective part or parts. ISE reserves the right to examine all failed ballasts and has the right to determine, in its sole discretion, whether any ballasts are defective and covered under this warranty. This warranty does not cover lamps operated by the ballast. This limited warranty extends solely to the original or first end-user purchaser.

Labor Options:

No labor allowance is made for lamp or ballast replacement.

LIMITATIONS OF LIABILITY:

- (a) ISE OR ITS AUTHORIZED SELLER WILL NOT UNDER ANY CIRCUMSTANCES, WHETHER AS A RESULT OF BREACH OF CONTRACT, BREACH OF WARRANTY, TORT OR OTHERWISE, BE LIABLE FOR CONSEQUENTIAL, INCIDENTAL, SPECIAL OR EXEMPLARY DAMAGES including, but not limited to, loss of profits or revenues, loss of use of or damage to any associated equipment, cost of capital, cost of substitute products, facilities or services, downtime costs, or claims of purchaser's customers;
- (b) ISE OR ITS AUTHORIZED SELLER'S LIABILITY ON ANY CLAIM OF ANY KIND FOR ANY LOSS OR DAMAGE ARISING OUT OF, RESULTING FROM, OR CONCERNING ANY ASPECT OF THIS AGREEMENT OR FROM THE PRODUCTS OR SERVICES FURNISHED HEREUNDER SHALL NOT EXCEED THE PRICE OF THE SPECIFIC ITEM WHICH GIVES RISE TO THE CLAIM.

This Warranty is in lieu of all other warranties whether statutory, express, implied, written or oral, including implied warranties of merchantability, suitability or fitness for particular purpose and except as specifically set forth above, no other warranties of any kind, statutory or otherwise, are herein expressed.

Optional Extended Warranty:

The purchaser can choose an optional extended warranty for period of:

- 1 additional year - \$70
- 2 additional years - \$100
- 3 additional years - \$135

To obtain the extended warranty, the purchaser needs to do the following within 30 days from the date of purchase:

Step 1: Make a photocopy of the receipt

Step 2: Complete the extended warranty registration form

Step 3: Write a check payable for the applicable amount to:

Industrial System Electronics Inc.
815 - East 13th Ave.
Vancouver, BC, V5T 2L4
Canada

Step 4: Mail all of the above to the address indicated for ISE.

A certificate will be mailed to you as proof of your extended warranty receipt.

Ballast Warranty Claim Form

ISE RMA# _____

Date: _____

Requestor: I am the: Distributor: ☐, Contractor: ☐, End-User: ☐, OEM: ☐

Company: _____

Address: _____

City: _____, Province./State: _____, Zip code: _____

Contact Name: _____

Phone: _____, Fax: _____

E-mail Address: _____

Information regarding the ballasts

Catalog Number	Serial Number	Total # Installed	Total # Working	# Failed on Install	Date of purchase

Description of Issue:

Fixture manufactured by: _____

Brand of the lamps: _____

Requested action: ☐ Send Replacement Ballasts

☐ Contact for assistance

Ship to : ☐ Same as above

Ballast Extended Warranty Form

Please fill in this form and fax or mail it within 30 days from the date of purchase. Any missing information may cause delay in processing your request!

Date: _____ EW # _____

Company: _____

Address: _____

City: _____, Province./State: _____, Zip code: _____

Contact Name: _____

Phone: _____, Fax: _____

E-mail Address: _____

Extended Warranty Period

Model	Serial Number	1 Year - \$70	2 Years - \$100	3 Years - \$135

Distributor: _____

Address: _____

City: _____, Province./State: _____, Zip code: _____

Contact Name: _____

Phone: _____, Fax: _____

E-mail Address: _____

IMPORTANT - keep a photocopy for your records !

Once received, ISE will assign an Extended Warranty number and will return a copy to you. Use that number for reference in case of claim.

Mail to: Industrial System Electronics Inc., 815 - East 13th Ave., Vancouver, BC, V5T 2L4, Canada
Or fax: (+1) 928-396-7015