



PEACE OF MIND GUARANTEE® FAQ

PEACE OF MIND Guarantee®

In 1965, Kenall introduced the industry's original impact resistant lighting products and became the first company to utilize injection molding to create high abuse polycarbonate enclosures. By applying our industry leading expertise in creating fixtures for demanding environments, Kenall high abuse luminaires are designed and built to take exceptional physical punishment. When installed according to our instructions, Kenall will repair or replace any fixture rendered inoperable due to physical abuse for the product life of the original installation.

Additionally, Kenall will replace broken diffusers, refractors, exit housings, or fixtures rendered inoperable by physical abuse, any time during their product life free. A toll-free hot-line number, 1-800-331-1416 is provided for immediate resolution of any field problems encountered in connection with the use of Kenall's exclusive high abuse lighting products.

What is the Peace of Mind Guarantee?

Kenall will repair or replace any high abuse lighting fixture rendered inoperable due to intentional abuse by vandals or accidental impact for the normal service life of the fixture.

How does Kenall define a high abuse fixture?

A high abuse lighting fixture is defined as the fixture enclosure and includes the lens or diffuser and cast or steel fixture housing or lens/housing.

What are the limitations of the guarantee?

The guarantee excludes lamps and other internal electrical components. It excludes loss from theft, damage due to acid, paint, gunfire, catastrophic events and acts of God, and normal wear and tear including discoloration due to aging. Kenall's mounting instructions must be followed to validate the warranty.

What motivated Kenall to offer such an extraordinary guarantee?

It is our commitment to stand behind our products and customers – now and for the years to come. The Peace of Mind Guarantee provides the foundation of this commitment and helps distinguish Kenall from inferior look-alike products.

How is the Peace of Mind Guarantee implemented?

Contact your local Kenall representative and arrangements will be made with their regional sales manager to issue a Return Goods Authorization for the damaged product. The damaged product will either be repaired or replaced and returned to you.

