



10-YEAR LED Limited Warranty FAQ

When does the 10-year warranty commence?

The warranty covers select Kenall products (see below) for a period of ten 10 years from the date of manufacture.

Which products are covered? Are there exclusions?

As of this printing, Kenall's 10-year warranty covers the following LED products:

- Millenium Stretch
- Luxtran Tunnel (LTSI, LTSIU, LTL)

Please visit www.kenall.com for detailed information.

What other limitations does the warranty have?

The warranty does not apply to:

- Any product alteration
- Product mishandling
- Vandalism
- Civil disturbances
- Acts of God
- Electrical surge
- Improper electric supply
- Fluctuations of electrical current or voltage
- Electrostatic discharge
- Natural or induced mechanical oscillation
- Corrosive environments
- Failure to follow applicable electrical codes

Are there instances in which the warranty becomes void?

Yes. The warranty shall be void for luminaires installed into an application for which it is not intended, or intentionally damaged, or installed in abnormal environmental conditions as prescribed by Kenall.

Are labor and freight costs included in the warranty?

No. The warranty is limited to the repair or replacement of the product and assumes no responsibility for labor or freight costs incurred in connection with the installation, removal or replacement of products determined to be defective.



When is a product deemed defective?

The product is deemed defective when 10% or more discrete LEDs within an individual luminaire fail to illuminate.

Does the “10% LED failure” provision cover the driver?

Yes, if driver failure causes more than 10% of the LEDs to operate improperly, it would be covered.

Is the 10-year limited warranty retroactive?

No. This warranty is effective for purchases of product on or after the warranty's effective date. Please visit www.kenall.com for detailed product warranty information. If there are any further questions, please contact info@kenall.com.

Is the 10-year limited warranty transferrable?

This warranty may be transferred to subsequent purchasers of the product as long as it is in its original packaging.

How does the 10-year limited warranty impact Kenall's Peace of Mind Guarantee® for the products that carry it?

Kenall's Peace of Mind Guarantee® covers our high abuse series as well as other select products designed specifically to withstand exceptional physical punishment (consult individual product specifications at www.kenall.com). The Peace of Mind Guarantee states that when installed according to our instructions, Kenall will repair or replace any unit rendered inoperable due to physical abuse for the life of the product installation.

