



Powering Sign Lighting Since 1993

## **VENTEX TECHNOLOGY, INC. WARRANTY**

### **Ventex Neon Power Supply Warranty**

Ventex Technology, Inc ("Ventex") warrants its Neon products purchased from Ventex shall be free from defects in material and workmanship, and such products shall operate in accordance with specifications specified or assented to in writing by Ventex, at the time of sale, under normal, proper use and operating conditions. This warranty shall remain in effect for (2) years from date of manufacture. If a product is defective, it will be repaired or replaced, at the sole discretion of Ventex, when returned to Ventex, transportation prepaid.

### **Ventex Neon Power Supply Terms and Conditions**

This limited warranty is based on reasonable usage in signage for image identification purposes. This Limited Warranty is valid only when the Ventex Power Supply is used for the intended purpose and is properly installed and wired in accordance with all instructions, building codes, the latest UL Standards of Safety, NEC, CSA or any other domestic or international safety agencies. Any use outside the intended use or the conditions stated in the Ventex Neon Power Supply Instruction sheets, including extreme environmental conditions, third party dimming, flashing or other effects, void this warranty.

### **Ventex Venbrite LED System Warranty**

Ventex Technology Inc. warrants its Venbrite LED Systems to be free from defects in materials and workmanship for a period of five years from date of manufacture, provided the LED modules and Power Supplies are used together as a system and no third party devices are attempted to be used in the system. Should any LED Module or Power Supply fail to perform during the warranty period, Ventex will replace or repair any defective product that is returned to Ventex as per the Terms and Conditions specified below.

### **Ventex Venbrite Terms and Conditions**

This limited warranty is based on reasonable usage in signage for image identification purposes. All LED systems have varying degrees of light degradation over the life of the product, and even the best of LED designs considers this to be a normal part of LED technology. This Limited Warranty is valid only when the Venbrite LED modules and power supplies are used together for their intended purpose and are properly installed and wired in accordance with all instructions, building codes, the latest UL Standards of Safety, NEC, CSA or any other domestic or international safety agencies. Any use outside intended use or conditions stated in the Venbrite Instruction Sheets, including extreme environmental conditions, third party dimming, flashing or other effects, void this warranty.

### **Ventex Claim Assistance**

If a Ventex Neon Power Supply or Venbrite LED product fails under this warranty, please contact Customer Service at Ventex Technology, Inc. (1-800-510-5400) to be issued an RMA number. With the RMA number, the product should be returned to Ventex Technology, Inc., transportation prepaid, within 30 days of RMA issuance for the RMA to remain valid. Ventex may elect to provide replacement product or repair, at its own discretion, once verification of the defective product is determined. Ventex' liability on any claim shall never exceed the purchase price of the specific product which gives rise to the claim.

THE AFOREMENTIONED IS IN LIEU OF ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO ANY WARRANTY OF MERCHANTABILITY OR OF FITNESS FOR ANY PARTICULAR PURPOSE. IN NO EVENT SHALL VENTEX BE LIABLE FOR CONSEQUENTIAL, INCIDENTAL, INDIRECT OR SPECIAL DAMAGES OR LIABILITY, TRANSPORTATION, INSTALLATION OR SUBSTITUTION COSTS, DELAYS, OR FOR ANY OTHER DAMAGES, COSTS, OR EXPENSES INCURRED, IRRESPECTIVE OF HOW THEY OCCUR.

There are no warranties, obligations and/or liabilities on the part of Ventex, whether for products, services or otherwise, which extend beyond the description mentioned in this document. No employee or representative of Ventex other than the President (by written, signed document) is authorized to change or expand this warranty in any way, or to grant any other warranty. No waiver of any term of this warranty by Ventex shall be deemed to imply any continuing or repeated waiver thereof.