

Warranty Policy

1. WARRANTY PERIOD

SHINE products are designed and manufactured to a standard of quality which is guaranteed to equal or exceed the highest standard of the industry. SHINE are guaranteed to be free from defective material and workmanship, under normal installation and operating conditions, 5 years from date of shipment from the factory for most of SHINE products(excluding products with warranty specified in the product specification and customized products with specified warranty period).

2. TERMS AND CONDITIONS

SHINE warranty flows only to Purchaser. If any claims on product covered by this warranty is reported by purchaser, on examination SHINE determines to its satisfaction that such failed product to satisfy this warranty, SHINE will, at its option, repair or replace the Product or the defective part thereof, or reimburse Purchaser the purchase price. For purposes of clarity, 'repair or replace the Product or the defective part thereof' does not include any removal or reinstallation activities, costs or expenses, Operation and transportation cost generated without limitation, labor costs or expenses, the warranty specifying:

FIXTURE WARRANTY

The fixture mechanics are guaranteed to be free from defective material and workmanship, under normal installation and operating conditions, for 5 years from date of shipment from the factory. Our responsibility and obligation, in the event of defective material, shall be limited to the repair or replacement of the material, at our option and cost, the transportation cost generated does not included.

LED DRIVER WARRANTY

SHINE choose best quality driver for light, MEANWELL/SOSEN/INVENTRONIC is strategic partner. All LED driver components are warranted by the original manufacturer of the LED driver components, and subject to that manufacturer's warranty. In addition, MEANWELL offer global warranty service via global distributors.

LED WARRANTY

SHINE choose best quality LED of light, PHILIPS LumiLEDs and Cree are strategic partner, and NICHIA, EPISTAR ,BRIDGELUX AND Sanan'e is secondary.SHINE will repair or replace modules, at their discretion, if 15% of the individual LEDs fail in a module in a provided fixture.

BATTERY AND SOLAR PANEL

SHINE guarantees that the battery capacity and solar panel power meet the requirements of the SHINE product specification or the standard agreed with the customer, SHINE cannot guarantee its unity, as its working hours and charging efficiency for solar lights will vary greatly depending on the customer's use and maintenance conditions.

PACKING

SHINE products use neutral packaging, SHINE standard packaging or buyer-specified packaging is suitable for sea container transportation or inland transportation. However, it cannot guarantee that the personnel of transfer companies such as shipping companies, logistics companies, transit warehouse handlers, transport company drivers, and customs inspection personnel will treat our goods with care. , The buyer is required to purchase the goods transportation insurance. If there is damage to the package and the product malfunctions, SHINE will assist the buyer in claiming the goods from the transporter. At the same time, according to the damaged condition of the goods, we will provide parts with or without compensation for buyers to replace .

OPTICAL LENS WARRANTY

SHINE warrants all optical lenses for 5 year from date of shipment from the factory.

- If SHINE chooses to replace the Product and is not able to do so because it has been discontinued or is not available, SHINE may refund the purchaser or replace the product with a comparable product (that can show small deviations in design and product specification).



先恩光电 (苏州) 有限公司
SHINE OPTO (SUZHOU) CO.,LTD

Number : SH-QW-002

- This warranty only applies when the Product has been properly wired and installed and operated within the electrical values, operating range and environmental conditions provided in the specifications, application guidelines, IEC standards or any other document accompanying the Products. If a Product is found to be defective, or not performing in accordance with the product specifications, the Purchaser must notify SHINE in writing.
- SHINE will facilitate the technical resolution of problems. Third party products sold by SHINE are not covered under this warranty.
- Adequate records of operating history are available for inspection by SHINE.
- SHINE representative will have access to the defective Products. If the Products or other parts become suspect, the representative shall have the right to invite other manufacturers' representatives to evaluate the lighting systems.
- Labor costs for installation of the Products are not covered under this warranty.
- SHINE will not accept any returned material unless a "Returned Goods Authorization" has been issued, in writings from SHINE.

3. WARRANTY CLAIMS

Warranty claims have to be reported and returned to SHINE within 7 days after discovery, specifying the information on claims sheet it requires.

4. SPECIAL CONDITIONS

Purchaser shall not rely on any other information or documentation, No one is authorized to make any other warranties on behalf of Company, or modify this warranty. SHINE reserves the right to make the final decision on the validity of any warranty claim. This warranty only covers Products applied within their "INTENDED USE" or "NORMAL USE" which are:

- Operating conditions are in accordance with the information on the products and its specification; AND ambient temperature never exceeds the operating temperature range $-20^{\circ}\text{C} \sim +45^{\circ}\text{C}$ (excluding products with additional information described in product specification)
- Relative humidity in the installation never exceeds 80% RH, or never exceeds the IP rating of the Product, if any;
- Products are not subjected to more than a total of 50,000 switching cycles (with a switching cycle defined as 30 seconds 'on' and 30 seconds 'off');

5. EXCEPTIONS CLAUSE

- Damage or failure to perform arising as a result of any Acts of God or from any abuse, misuse, abnormal use or use in violation of any applicable standard, code or instructions for use, including without limitation, those contained in the latest safety, industry and/or electrical standards for the relevant region(s).
- SHINE cannot be held liable for electrical supply conditions, including supply spikes, over-voltage/under-voltage and Ripple Current control systems that are beyond the specified limits of the products and those defined by relevant supply standards (e.g. EN 50160 norms).
- Connecting LEDs to the wrong Output Voltage.
- Improper connection of power supplies, LED products or controls.
- Using products in an extremely hot environment.
- Water damage to non-waterproof products.
- Electrical power surges. Note: It is recommended that if there is a possibility of power surges then you should consider a surge protector for the incoming A/C power line.
- Damage from dropping during carry and installation.
- Products or electronic components that have been modified by the user.