

Warranty Information

To request consumer warranty replacements please [click here](#).

The limited warranty set forth below is given by SATCO Products Inc. with respect to certain LED and CFL lighting products (“Product”), when delivered in new condition and in its original package, is warranted against defects in material and workmanship for a period of 2 to 5 years (depending upon product type; see below) from the original date of purchase, based on 3 hours of use per day. Defective Products should be returned to SATCO. Contact SATCO to obtain return authorization. Once returned product is proven defective upon inspection by SATCO, product will be repaired or exchanged as determined by SATCO.

This limited warranty covers all defects encountered in normal and recommended use of the product, and does not apply to cases below:

(A) Loss or damage to the product due to abuse, mishandling, alteration, accident, electrical current fluctuation, failure to follow operating, maintenance or environmental instructions prescribed by SATCO. **See safety notices in or on the product packaging.**

(B) Service provided by someone other than SATCO or an authorized service provider.

(C) Warranty is void if product is not used for the intention which product was manufactured.

For Light Emitting Diode (LED) Bulbs - 3 Year

LED bulb’s warranty and product life statements are based on operating the LED lamp in environments with an ambient temperature of 25 degrees Celsius / 77 degrees Fahrenheit and are warranted for a period of 3 years, based on 3 hours of use per day – unless otherwise noted on the products packaging.

For Light Emitting Diode (LED) Bulbs - 5 Year

LED bulb’s warranty and product life statements are based on operating the LED lamp in environments with an ambient temperature of 25 degrees Celsius / 77 degrees Fahrenheit and are warranted for a period of 5 years, based on 3 hours of use per day – unless otherwise noted on the products packaging.

For Hi-Pro Light Emitting Diode (LED) Bulbs - 5 Year

This LED lamp is designed to operate on line voltage ranging from 100V to 277V AC. If the fixture contains a ballast, it must be by-passed or removed before this LED lamp is installed. Failure to by-pass or remove the existing ballast could result in damage to the product and will void its warranty

For Compact Florescent (CFL) Bulbs

All Medium-based CFL bulbs are warranted against defects in materials and workmanship for a period of 2 years from the original date of purchase, based on 3 hours of use per day.

All GU24-based CFL bulbs are warranted against defects in materials and workmanship for a period of 3 years from the original date of purchase, based on 3 hours of use per day.

For Outdoor LED Fixtures - 5 Year

These outdoor fixtures are warranted against defects in materials and workmanship for a period of 5 years from the original date of purchase

These warranties apply only to the original consumer purchaser and only to products used in normal use and service. If this product is found to be defective, Satco's only obligation, and your exclusive remedy, is the repair or replacement of the product at Satco's discretion, provided that the product has not been damaged through misuse, abuse, accident, modifications, alterations, neglect or mishandling. These warranties shall not apply to any product found to have been improperly installed, set-up, or used in any way not in accordance with the product's designed application.

Satco does not warrant and specifically disclaims any warranty, whether expressed or implied, of fitness for a particular purpose, other than the warranty contained herein. Satco specifically disclaims any liability and shall not be liable for any consequential or incidental loss or damage, including any labor / expense costs involved in the replacement or repair of said product.

For T5 LED Bulbs - 5 Year

The limited warranty set forth below is given by SATCO Products, Inc. with respect to SATCO LED T5 lamps, when delivered in new condition and in its original package.

The product is warranted against defects in material and workmanship for 5 years from date of purchase. Operate according to specification, e.g., within specified input voltage, operating ambient temperature -20°C ~45°C, not-fully enclosed fixtures, and working with compatible ballasts as suggested by the vendor.

Defective products should be returned to SATCO after being contacted and a Return Goods Authorization has been obtained. Once returned product is proven defective upon inspection, the product will be repaired or exchanged.

This limited warranty covers all defects encountered in normal and recommended use of the product, and does not apply to cases below:

A. Loss or damage to the product due to abuse, mishandling, alteration, accident, electrical current fluctuation, failure to follow operating, maintenance or environmental instructions prescribed by SATCO. **See safety notices in or on packaging.**

B. Service provided by someone other than SATCO or an authorized service provider.

C. Warranty is void if product is not used for the intention which product was manufactured or installation instructions were not properly followed as noted on the package:

Satco does not warrant and specifically disclaims any warranty, whether expressed or implied, of fitness for a particular purpose, other than the warranty contained herein. Satco specifically disclaims any liability and shall not be liable for any consequential or incidental loss or damage, including any labor / expense costs involved in the replacement or repair of said product.

For T8 LED Bulbs - 5 Year

The limited warranty set forth below is given by SATCO Products, Inc. with respect to SATCO LED T8 lamps, when delivered in new condition and in its original package.

The product is warranted against defects in material and workmanship for 5 years from date of purchase. Operate according to specification, e.g., within specified input voltage, operating ambient temperature -20°C ~45°C, not-fully enclosed fixtures, and working with compatible ballasts as suggested by the vendor. The warranty is 4 years for ballasts with a BF >1.0.

Defective products should be returned to SATCO after being contacted and a Return Goods Authorization has been obtained. Once returned product is proven defective upon inspection, the product will be repaired or exchanged.

This limited warranty covers all defects encountered in normal and recommended use of the product, and does not apply to cases below:

A. Loss or damage to the product due to abuse, mishandling, alteration, accident, electrical current fluctuation, failure to follow operating, maintenance or environmental instructions prescribed by SATCO. **See safety notices in or on packaging.**

B. Service provided by someone other than SATCO or an authorized service provider.

C. Warranty is void if product is not used for the intention which product was manufactured or installation instructions were not properly followed as noted on the package:

Satco does not warrant and specifically disclaims any warranty, whether expressed or implied, of fitness for a particular purpose, other than the warranty contained herein. Satco specifically disclaims any liability and shall not be liable for any consequential or incidental loss or damage, including any labor / expense costs involved in the replacement or repair of said product.



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