

General Terms

WARRANTY

All Dual-Lite equipment is guaranteed by the manufacturers under normal and proper use, against defects in workmanship and material for a period of one to five years from date of shipment depending on equipment design and battery type. Correction of all defects shall be by replacement or repair (at our option) and shall constitute fulfillment of all of the manufacturers' obligations. Batteries as provided as part of unit equipment carry an additional pro-rata warranty in years as listed elsewhere.

ORDER TERMS AND CONDITIONS

All customer orders, with the sole exception of replacement parts, will only be accepted from Dual-Lite agencies and their authorized representatives. The Dual-Lite manufacturers reserve the right to refuse or cancel any order if for any reason it is deemed not in the best interest of the company to accept or complete. Invoices are due and payable net 30. The manufacturer may, however, based on its own financial evaluation of the purchases, require full or partial payment in advance before accepting or releasing for shipment any order or orders.

CANCELLATIONS

All order cancellations will be accepted at the sole discretion of the Dual-Lite manufacturers and must be processed and confirmed in writing through Dual-Lite agencies and their authorized representatives and will be accepted from no other source. All released orders for standard catalog equipment and parts canceled prior to equipment manufacture will be subject to the order cancellation fee in effect at the time of cancellation. Orders, if canceled after equipment manufacture, will be subject to a 30% restocking charge. Freight charges, if incurred due to cancellation after shipment, will be absorbed in their entirety by the purchaser and will be added to the 30% restocking charge (40% if canceled after 35 days from F.O.B. shipping date). Order cancellations for non-standard or non-cataloged equipment, if accepted, will be subject to all extraordinary expenses incurred by the Dual-Lite manufacturer, such as engineering project time, special parts purchases, additional production time, etc., and these expenses will be passed on to the purchaser in their entirety and will be, in addition to the corresponding terms for standard product cancellation, applicable at the time of cancellation.

DELIVERY TERMS

Delivery terms for all Dual-Lite emergency lighting products are F.O.B. manufacturer's factory or consigned stock warehouse. Title and risk of loss pass to the purchaser upon delivery by the manufacturer, or its agencies, to the carrier, and all claims for overt or concealed damage and/or loss by the purchaser after his receipt of goods must be made to the carrier. The Dual-Lite manufacturers will not be liable for any damages, backcharges or penalties caused by delivery delays caused by circumstances beyond the reasonable control of the company.

RETURNS FOR CREDIT

All customer returns for credit will be at the discretion of the Dual-Lite manufacturers. Credits will be issued only for standard cataloged products and are subject to the following terms:

- A) Returns for credit must be made through the local Dual-Lite agency who will request a Return Material Authorization (RMA) from the material claims department at the factory. No goods will be accepted or credit claims processed unless accompanied by the return copy of the RMA and all cartons clearly marked with the RMA number. (The Dual-Lite manufacturers will not be responsible for goods returned without an RMA).
- B) All instructions checked on the RMA form must be strictly adhered to. Credit will be issued only for those items listed on the RMA.
- C) All returns for credit must be shipped freight prepaid and received by the Dual-Lite manufacturers within 45 days of RMA issuance.
- D) Credit will be issued only for goods under warranty and in saleable condition. The amount of credit issued will be net of any restocking, reconditioning and/or repackaging charge levied or incurred by the Dual-Lite manufacturers.
- E) All credits and adjustments will be based on original invoice pricing.

PENALTIES, BACKCHARGES, DEBIT MEMOS

No customer deductions against invoices will be accepted by the Dual-Lite manufacturers, nor will it pay any penalties or labor backcharges unless first authorized in writing by the proper department manager at the factory.



QUALITY • PERFORMANCE • VALUE
A TRADITION OF EXCELLENCE

Limited Warranty

Product	Unit Warranty (Years)	Battery Warranty	
		Full (Years)	Pro-Rata (Years)
Liteforms Emergency Lighting Units			
LiteScope Series			
with Spectron option	5	2	4
Ni-cad battery models	1	1	9
Ni-cad with Spectron option	5	25	4
EZ-2 Series	3	3	3
with Spectron option	5	5	5
LZ Series	3	3	3
with Spectron option	5	5	5
LZ High Capacity Series	1	1	5
with Spectron option	5	2	4
Ni-Cad battery models	3	1	9
with Spectron option	5	2	8
LM Series			
Lead-calcium battery models	1	1	5
Lead-calcium with Spectron option	5	2	4
Ni-Cad battery models	3	1	9
Ni-Cad with Spectron option	5	2	8
EZ-2R Series	3	3	3
with Spectron option	5	5	5
T-Grid Series	3	3	3
with Spectron option	5	5	5
EXT-122-EM-K Series	1	1	5
Lite² Series	3	3	3
with Spectron option	5	5	5
Delite Series	1	1	5
N4X Series	3	3	3
with Spectron option	5	5	5
AS Series	1	1	5
with Spectron option	5	2	4
wet lead-acid battery models	1	1	9
wet lead-acid with Spectron option	5	2	8
wet Ni-Cad battery models	1	1	14
wet Ni-Cad with Spectron option	5	2	13
IPS Series	3	3	3
XPB Series	3	3	3
UFO-3AW, UFO-4W models	1	1	-
UFO-5W, UFO-12W models	2	2	-
UFO-5AW models	3	3	-
UFO-6W, UFO-6WI, UFO-6W-CLD, UFO-7W, UFO-7WI, UFO-LP, and UFO-MH models	5	5	-
	"	"	-
	"	"	-
	"	"	-
Liteforms Exit Signs			
LX LED exit			
AC-Only models	5	-	-
Emergency models	5	1	9
Emergency Spectron models	5	2	8
DK Incandescent AC Exit			
AC-Only models	3	-	-
LT Combo Exit	5	1	5
Spectron models	5	5	4
NYXC Combo Exit	5	1	5
SMC Combo Exit	5	1	5
TXE Combo exit			
Sempre cast LED exit*			
AC-Only models	5	-	-
Emergency models	5	1	9
Emergency Spectron models	5	Lifetime	

Product	Unit Warranty (Years)	Battery Warranty	
		Full (Years)	Pro-Rata (Years)
Liteforms Exit Signs			
NYDC Cast LED Exit			
AC-Only models	5	-	-
Emergency models	5	1	9
LN4X Wet Location LED Exit			
AC-Only models	5	-	-
Emergency models	5	1	9
Emergency Spectron models	5	2	8
Freedom LED Aluminum Exit			
AC-Only models	5	-	-
Emergency models	5	1	4
LEDS Aluminum LED Exit			
AC-Only models	5	-	-
Emergency models	5	1	9
NYX LED Exit			
AC-Only models	5	-	-
Emergency models	5	1	9
CMX LED Exit			
AC-Only models	5	-	-
Emergency models	5	1	9
LE LED Edge-Lit Exit			
AC Only models	5	-	-
Emergency models	5	1	9
Emergency Spectron models	5	2	8
LES LED edge-Lit Exit			
AC-Only models	5	-	-
NYE Edge-Lit Exit			
AC-Only models	5	-	-
Emergency models	5	1	9
NYES Edge-Lit Exit			
AC-Only models	5	-	-
Emergency models	5	1	9
DEX special wording exit			
AC-Only models	3	-	-
Emergency models	3	1	5
Clearview Life Safety Products			
SlimLite Series	1	1	5
CV Series	1	1	5
CVEC Series	1	1	5
CV3 LED Exit			
AC-Only models	5	-	-
Emergency Models	5	1	9
CVT Tandem LED Exit	5	1	9
CVD Cast LED Exit			
AC-Only models	5	-	-
Emergency Models	5	1	9
CVER Edge-Lit LED Exit			
AC-Only models	5	-	-
Emergency Models	5	1	9

* Includes Sempra, Sempra SC, Sempra SC-WL, Sempra MR and Sempra SERS Series exit signs.