



KINO FLO®
Lighting Systems

Warranty

Welcome

Congratulations and thank you for your Kino Flo purchase. We pride ourselves in being the leader in manufacturing innovative design quality products backed by customer service support. Our products are given the highest standards of testing prior to shipment. Nevertheless, should any issues arise, Kino Flo will respond as follows.

Limited Warranty

Kino Flo Lighting Systems warrants the original purchaser that its products under normal use, in accordance with operating instructions, will perform to the specifications published by Kino Flo at the time of purchase, for the following periods, from the date of purchase by the consumer:

Ballasts: Two Years

Lighting Fixtures: One Year

Lamps: 6 months or 2000 hours whichever comes first

Kino Flo warrants that those products, in accordance with instructions for use, will perform to the specifications published by Kino Flo at the time of purchase. In the event of a defect reported by the consumer within the applicable time period, if any, Kino Flo will, at its option, replace or repair the defective merchandise at no charge to the consumer for parts.

Kino Flo ballasts and OEM ballasts carry the same warranty as offered by the original manufacturer of these items, but in no event will any warranty claims on these items be honored later than two (2) years after the original purchaser's date of purchase.

Warranty Exclusions

This warranty is the only warranty made by Kino Flo Lighting Systems with respect to Kino Flo products and Kino Flo disclaims all warranties of merchantability and fitness for a particular purpose and any liability with respect to same whether in contract, tort or otherwise.

In no event shall Kino Flo be liable for any costs or damages, including lost profits or revenues, or any consequential or incidental damages incurred by the consumer. Damages or malfunctions resulting in unauthorized repairs will not be subject to factory warranty.

Some states/provinces do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of special, incidental or consequential damages, so these limitations and exclusions may not apply to you. This warranty gives you specific legal rights. You may also have other rights which vary from state/province to state/province.

How to get service

The consumer must, within the applicable time period, contact consumer's Kino Flo dealer. Generally, instructions vary from dealer to dealer, but most request a part #, invoice and description of defect. Product should be packaged carefully in original packaging. Include company name, contact name, address, phone, fax and email information. Ship prepaid and insured to consumer's dealer. If necessary to return product to the factory, contact us directly at 818-767-6528 or via email at sales@kinoflo.com.

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