

# Sky Factory™ Products Limited International Warranty

Please retain this warranty information for your records.

## What this Warranty covers

All parts defective in material and workmanship. This limited warranty does not cover a defect that has resulted from improper or unreasonable use or maintenance, accident, excessive exposure to light, UV or visible, water or moisture, environmental pollution, solvents, airborne chemicals, x-ray radiation, improper installation or the negligence of a third party.

LED ceiling and wall lighting units are covered only when the appropriate regulated DC power

supply is obtained from The Sky Factory and they are properly installed, operated, and maintained. The warranty does not provide coverage in cases where AC (or excessive DC) voltage have been applied directly to The Sky Factory LED products without the appropriate power supply.

Luminous SkyTiles™ and Luminous Virtual Window™ images are covered only when installed in The Sky Factory lighting systems, or lighting systems authorized in writing by The Sky Factory.

## Limitation on liability

***The Provisions of this limited warranty are in lieu of any other written warranty, whether express or implied, written or oral, including any warranty of merchantability or fitness for a particular purpose.***

Notwithstanding the above, where applicable, if you qualify as a “consumer” under the Magnuson-Moss Warranty Act, then you may be entitled to any implied warranties allowed by law for the

period of the express warranty as set forth below. Some states do not allow limitations on how long an implied warranty lasts, so the above information may not apply to you.

## Sky Factory Limited Warranty duration

- TEN YEARS for Luminous SkyTiles™ and Luminous Virtual Window™ images installed in backlit or edge-lit fixtures and lamps sold or approved by The Sky Factory.
- TEN YEARS for Ambient SkyTiles™ lit by ambient indoor light or up-lighting sold or approved by The Sky Factory.
- TEN YEARS for ceiling and wall light-boxes and electrical fixtures, exclusive of fluorescent lamps.
- THREE YEARS for fluorescent light ballasts.
- FIVE YEARS for DC Power supplies.
- TWO YEARS for eScape,™ eSea,™ and SkyV™ Digital Cinema systems.
- TWO YEARS for eScape,™ eSea,™ and SkyV™ monitors.

***Warranty periods are calculated from date of original purchase or the Date of Substantial Completion.***

## What we will do

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We will, at our sole discretion, repair or replace any defective parts within a reasonable time free of charge. We will pay shipping of replacement parts to you.

## What we will not do

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We will not pay disassembly or re-installation charges. We will not pay for shipping from you to us.

**PLEASE NOTE:**

***At any time after installation, images can be replaced for a 50% discount through The Sky Factory Image Renewal & Recycle Program.***

## What you must do to obtain Warranty Service

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Contact The Sky Factory by email, telephone, or letter for return instructions, shipping address, and a Return Merchandise Authorization (RMA) number.

Place the RMA number on the outside of the prepaid carton or cartons. Cartons not bearing an RMA number will not be accepted. Cartons must be shipped to The Sky Factory, 801 N. 18th Street, Fairfield, IA, 52556.

## Exclusive remedy

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This limited warranty is fully transferable provided the current owner provides proof of purchase from The Sky Factory.

***The maximum liability of The Sky Factory shall not exceed the actual purchase price for the product and in no event shall The Sky Factory be liable for special, incidental, consequential or indirect damages.***

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## Other conditions

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This limited warranty gives you specific legal rights, and you may also have other rights that vary from country to country or state to state.

This limited warranty does not apply if The Sky Factory identifying marks have been removed from its products.

***Thank you for your purchase! Learn about this product's unique benefits online: [www.skyfactory.com](http://www.skyfactory.com)***

Please send all correspondence regarding product information or warranty services to:

The Sky Factory, L.C. • P.O. Box 1177, Fairfield, IA 52556 • tel. 641-472-1747 • email: [warranty@skyfactory.com](mailto:warranty@skyfactory.com)