

# ELATION PROFESSIONAL LIMITED WARRANTY (USA ONLY)

1. Elation Professional (“ELATION”) hereby warrants to the original purchaser/owner (“Customer”), ELATION products to be free of manufacturing defects in material and workmanship, for the warranty periods as defined below from the original purchase invoice date. This warranty applies exclusively to new ELATION branded and/or distributed products listed below, purchased from an authorized ELATION dealer within the United States of America, including possessions and territories. This warranty is not transferable and may or may not apply to products sold and/or forwarded outside the United States. Please contact ELATION for applicable regional product warranty information. The purchase of ELATION product constitutes the Customer’s acceptance of all warranty terms and conditions as listed in this limited warranty statement. This warranty provides the Customer with legal rights, which may vary from state to state. Please contact ELATION regarding warranty questions prior to purchasing.

PRODUCT / SERIES	WARRANTY PERIOD	COVERAGE
Indoor Lighting Products	2 Years (730 Days) <sup>9,15</sup>	Manufacturing Defects – Materials and Workmanship <sup>17</sup>
Outdoor IP65/IPX4 Rated Lighting Products	2 Years (730 Days) <sup>9,15</sup>	Manufacturing Defects – Materials and Workmanship <sup>17,18</sup>
DMX and LED Pixel Driver Controller Products <sup>1</sup>	2 Years (730 Days) <sup>9,15</sup>	Manufacturing Defects – Materials and Workmanship <sup>17</sup>
Obsidian™ Control Systems Products <sup>2</sup>	2 Years (730 Days) <sup>9,15</sup>	Manufacturing Defects – Materials and Workmanship <sup>17</sup>
Antari™ Atmospheric Products <sup>3</sup>	2 Years (730 Days) <sup>10,15</sup>	Manufacturing Defects – Materials and Workmanship <sup>17</sup>
Antari DarkFX™ LED Lighting Products <sup>4</sup>	2 Years (730 Days) <sup>9,15</sup>	Manufacturing Defects – Materials and Workmanship <sup>17,18</sup>
Smarty Series Products <sup>5</sup>	2 Years (730 Days) or Rated Lamp Life Hours <sup>11,15</sup>	Manufacturing Defects – Materials and Workmanship <sup>17</sup>
Exclusive LED Series Products <sup>6</sup>	3 Years (1,095 Days) <sup>12,16</sup>	Manufacturing Defects – Materials and Workmanship <sup>17,20,22</sup>
	5 Years (1,825 Days) <sup>13,16</sup>	LED Engine <sup>17,19,21,22</sup>
Rechargeable Batteries	6 Months (180 Days) <sup>14,15</sup>	Manufacturing Defects – Materials and Workmanship <sup>18</sup>
B-Stock Products	Not Applicable	Contact Elation for B-Stock Applicable Warranty Terms
Discharge Lamps <sup>7</sup> and Product Accessories <sup>8</sup>	Not Applicable	Not Applicable
All Other Third-Party Products Distributed by Elation	Not Applicable	Not Applicable
Custom Designed / Special Order OEM Products	Not Applicable	Not Applicable

1. Elation brand DMX lighting control, data distribution, dimmers, switchpacks, and LED pixel driver and control products.
2. Obsidian brand ONYX and NETRON series products.
3. Antari™ Bubble, Fan, Foam, Faze, Fog, Haze, Snow, Liquid, and DarkFX™ UV LED control products.
4. Antari DarkFX™ UV LED Indoor and Outdoor IP65 Rated lighting products.
5. Elation Smarty Hybrid and Smarty Max products.
6. Elation Artiste, Fuze, Profile, KL Fresnel, and Seven product series.
7. All discharge lamps excluding Philips MSD Platinum 200 FLEX™ used in Smart Hybrid and Philips MSD Platinum 400L FLEX™ used in Smarty Max.
8. All included and optional product accessories including but not limited to power, data, and safety cables, clamps, rigging hardware, gel/frost filters/frames, and barn doors.
9. 2 Years (730 Days) parts and labor.
10. 2 Years - First Year (Days 1-365) parts and labor, Second Year (Days 366-730) labor only. (parts not included)
11. 2 Years (730 Days) or Rated Lamp Hours whichever occurs first. Smarty Hybrid = 2 Years (730 Days) or 6,000 Hours, Smarty Max = 2 Years (730 Days) or 4,000 Hours.
12. 3 Years (1,095 Days) parts and labor.
13. 5 Years (1,825 Days) LED Engine part only. (labor not included)
14. 6 Months (180 Days) Rechargeable Battery part only. (labor not included)
15. All products manufactured after February 1, 1992, which meet all stated terms and conditions subject to incident review and product inspection by ELATION.
16. All qualified registered products sold after April 1, 2019, which meet all stated terms and conditions subject to incident review and inspection by ELATION.
17. Professional entertainment specific use only. Architectural and general lighting installations, continuous and/or extended duty (>14 hours per day) applications not applicable.
18. Marine/coastal and/or extreme outdoor environment installation and/or use must be preapproved by ELATION, and a special corrosion-resistant coating and sealing process (available at an additional cost) is required to be applied to the fixture before installation and/or use. Such installation and/or use without ELATION preapproval may void warranty.
19. LED Engine failure only. Does not include PCB’s, drivers, power supplies, or any related components and/or sub-assemblies. Does not cover lumen (L70) or color maintenance. LED Fan Kit maintenance (available at an additional cost) is required at stated fixture hour intervals. Failure to replace LED Fan Kit at stated intervals may void warranty. LED Engine reliability may vary depending on several factors including but not limited to: Environmental Conditions, Power/Voltage, Usage Patterns (On-Off Cycling), Control, Dimming, and LED Fan Kit maintenance intervals. The factors listed above will be used to determine the warranty eligibility of the LED Engine.
20. 3 Years (1,095 Days) product warranty on qualified registered and approved indoor professional entertainment specific use installation projects of any Exclusive LED Series Products (see #6 above) sold, installed, and maintained by an authorized ELATION dealer. Indoor professional entertainment specific use temporary rental projects not applicable for 3 Year warranty, coverage remains at 2 Years (730 Days).
21. 5 Years (1,825 Days) LED Engine warranty on qualified registered and approved indoor professional entertainment specific use installation projects, and/or temporary professional entertainment specific use rental projects of any Exclusive LED Series Products (see #6 above) sold, installed, and maintained by an authorized ELATION dealer.
22. Customer must register products by submitting attached Extended Warranty Registration (“EWR”) form to Elation Service for approval within 30-days from purchase/invoice date.

2. To obtain warranty service, a Return Materials Authorization (RMA) number must first be obtained from ELATION. It is the Customer’s responsibility to provide product proof of purchase and serial number by acceptable evidence such as an invoice copy or an approved ELATION Extended Warranty Certificate (“EWC”) and any relevant maintenance records at the time warranty service is sought. Failure to provide acceptable evidence of product proof of purchase or EWC and any relevant maintenance records may be cause for denial of warranty service. Products returned for warranty service must be sent without any accessories (i.e., power, data, and safety cables, brackets, clamps, rigging hardware, frost filters, gel frames, barn doors, lens, hoses, nozzles, rack mounting hardware, etc.), must be boxed using the original and/or suitable packaging materials (double-box and foam) that provides ample product protection for ground and/or air freight transit, and must be shipped freight pre-paid and insured to ELATION in Los Angeles, CA or an ELATION Authorized Service Center. The RMA number must be clearly written on the outside of the return box, and a brief description of the problem and the RMA number must be documented and included in the box. Products returned for warranty service without an RMA number clearly marked on the outside of the package will be refused and returned to the shipper at the Customer’s expense. Products returned for warranty service, which are received damaged due to inadequate and/or improper packaging and/or due to damage caused by shipping carrier, may incur additional repair charges before warranty service begins and/or may void this warranty. If any product accessories (included and/or optional) are shipped with the product, ELATION and/or the ELATION Authorized Service Center shall have no liability what so ever for the loss and/or damage to any such accessories, nor the safe return thereof. If the requested warranty repairs or service (including parts replacement) are within the terms of this warranty, ELATION will pay return ground transportation shipping charges to a single designated point within the United States.

3. This warranty is void; if the product serial number and/or product labels have been altered, removed, damaged and/or rendered defective; if the product is modified in any manner which ELATION concludes after inspection, affects the reliability, safety, product certifications and/or ratings of the product; if the product has been repaired and/or serviced by anyone other than ELATION and/or an ELATION Authorized Service Center, unless prior written authorization was issued to the purchaser/owner by ELATION; if the product damage is as a result of the use of parts not manufactured, sold, or recommended by ELATION and/or in connection with the integration of any third party equipment, accessory, and software not sold, distributed, or approved by ELATION, if the product is damaged due to not following installation, maintenance, and user guidelines and/or is used in violation of said guidelines in the product instruction/user/service manuals; if the product damage is as a result of willful and/or accidental damage, negligence, misuse, abuse, and/or failure to use product in a safe and reasonable manner; if product is damaged due to improper and/or negligent installation, maintenance, transportation, shock, vibration, storage, and handling; if the product is exposed to and/or damaged by dust/dirt and/or fluid/moisture ingress exceeding the product’s ingress protection (“IP”) rating, abnormal voltage, harmonic distortion, corrosion, extreme atmospheric and environmental temperatures, humidity, and/or thermal conditions including salinity and pressure, light beams from direct sunlight, moving head lighting fixtures, or any other intense focused light or laser sources focused directly towards the exterior housing and/or penetrate the front lens, if product damage is as a result of an act of God or due to the use of the product in a manner it was not intended for.

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4. This warranty is not a service contract and does not cover any periodic fixture maintenance, calibration, adjustment, testing, and cleaning. This warranty does not cover or include parts prone to wear and tear including but not limited to fuses, discharge lamps (except Philips MSD Platinum 200 FLEX™ in Smart Hybrid and Philips MSD Platinum 400L FLEX™ in Smarty Max when used as directed in the user manual), lamp sockets, seals, screws, LED fan kits, and does not cover organic light output degradation (up to 30% during product lifetime) and/or variances in specified values of intensity and color which does not affect the functionality of the product over the course of normal professional entertainment use. During the specific warranty periods stated above, ELATION and/or an ELATION Authorized Service Center will provide warranty service including defective parts replacement and will absorb parts and labor costs at its expense as per the defined coverage for each product/series listed above, including return ground transportation shipping charges for warranty serviced products to a single designated point within the United States, only if due to reason of manufacturing defects in materials and workmanship as found after incident review and product inspection at ELATION in Los Angeles, CA or at an ELATION Authorized Service Center. ELATION reserves the right to use new, factory repaired or certified pre-owned parts, sub-assemblies, modules, and components in the repair or replacement of any product covered by this warranty. The sole responsibility of ELATION and/or the ELATION Authorized Service Center under this warranty shall be limited to the repair of the product or replacement thereof, including parts at the sole discretion of ELATION. At no time will ELATION and/or the ELATION Professional Authorized Service Center assume or be responsible for any de-installation or installation labor and/or liability costs of products covered by this warranty. This warranty does not include loaner/rental product while warranty product is being inspected and/or serviced.

5. ELATION reserves the right to make product design modifications and/or performance improvements without prior notice and without any obligation to include these changes in any products theretofore manufactured.

6. No warranty, whether expressed or implied, is given or made with respect to any product accessory supplied with the products described above. Except to the extent prohibited by applicable law, all implied warranties made by ELATION in connection with this product, including warranties of merchantability or fitness, are limited in duration to the warranty periods set forth above. No warranties, whether expressed or implied, including warranties of merchantability or fitness, shall apply to this product after said periods have expired. The Customer and ELATION's sole remedy shall be such repair or replacement as is expressly provided above; and under no circumstances shall ELATION and/or the ELATION Authorized Service Center be liable for any loss and/or damage direct and/or consequential, arising out of the use of, and/or the inability to use, this product.

7. This warranty is governed by the laws of the State of California. Any legal action or proceeding arising out of or in connection with the terms of this warranty will be brought exclusively to a court within Los Angeles County, California. The United Nations Convention on Contracts for the International Sale of Goods will not apply to the sale of any ELATION products.

8. No employee, agent, sales representative, distributor, or dealer of ELATION products has authority to change, modify, or promise any warranty terms on any ELATION products and/or services beyond the warranty terms set forth above.

9. This warranty is the only warranty applicable to ELATION products and supersedes all other prior written or electronic descriptions of warranty terms and conditions heretofore published.

10. This is ELATION's current Limited Warranty (USA) statement at the time of publication and is subject to change at any time without notice.

## EXTENDED WARRANTY REGISTRATION FORM (EWR)

Follow the steps below to complete, save, and email the EWR form to Elation Service.  
Completed EWR forms will be confirmed by Elation Service via email.

1. Download and save this PDF to your computer, then read and understand all terms and conditions as listed.
2. Complete the EWR form below (page 3) by listing details for each product to be registered.  
(15 products max per form. Use additional EWR forms to register additional products)
3. Click **Checkbox** then click **Submit Form**. (see image below)



Click to acknowledge you have read, understand, and agree to all stated warranty terms and conditions. Click "Submit Form" to save a copy and e-mail the completed form to Elation Service.  
*Please include a copy of your proof of purchase with your form submission.  
Failure to do so will result in an incomplete submission.*

Reset Form

Submit Form

**Elation Professional USA** | 6122 S. Eastern Ave. | Los Angeles, CA 90040  
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4. Select default email client when prompted to automatically attach completed EWR form to an email.
5. Send email with EWR form attached to [service@elationlighting.com](mailto:service@elationlighting.com)

Questions? Issues? Please contact Elation Service.

**ELATION SERVICE USA - Monday - Friday 8:00am to 4:30pm PST**  
323-582-3322 | Fax 323-832-9142 | [support@elationlighting.com](mailto:support@elationlighting.com)

