

CRYSTANITE

Limited Product Warranty

Thank you for choosing Crystanite permanent LED lighting. Your lighting system is built with commercial-grade components, professionally installed, and backed by a strong warranty in the permanent lighting industry. This document outlines what is covered, what is not, and how to get help if you ever need it.

Warranty Coverage

Crystanite LLC (“Crystanite”) warrants to the original homeowner that the Crystanite permanent LED lighting system installed at your residence will be free from defects in materials and workmanship for the warranty periods specified below, beginning on the date of installation.

Coverage Type	Duration	What It Means
Product Warranty	5 years from date of installation	If any Crystanite component fails due to a manufacturing defect, we replace it at no cost to you. This covers LED modules, aluminum track, the power module and controller, connectors, and wiring.
Labor Warranty	Minimum 1 year, but up to dealer terms	If any part of the installation comes loose, shifts, or fails due to the installer’s workmanship, your installer will return and fix it at no charge. This covers track detachment, loose fasteners, and any installation-related issues.

What’s included in a warranty claim: Replacement parts and standard shipping are provided by Crystanite at no cost to you during the 5-year product warranty period. During the labor warranty period, your installer covers the labor for any service visit at no cost to you.

After the labor warranty: If a product issue arises after your installer’s labor warranty has expired but within the 5-year product warranty, Crystanite will still provide the replacement part at no cost. Your installer may charge a service visit fee to perform the repair. This fee is set by your installer, not by Crystanite.

What Is Covered

LED Modules

- LED bulbs that stop illuminating or fail to respond to app commands
- Color output that degrades or becomes inaccurate over time
- Premature dimming that is not attributable to normal aging
- Waterproof seal failure that allows moisture to damage the electronics

Aluminum Track

- Powder coat finish that peels or fades under normal outdoor conditions

Power Module and Controller

- Controller that stops powering the LED modules
- WiFi or Bluetooth connectivity failure that prevents app control
- Output channels that stop functioning under normal use

Connectors and Wiring

- Connector corrosion or failure under normal outdoor conditions
- Signal loss between properly installed and connected modules

Installation Workmanship

- Track that detaches from the fascia or soffit
- Fasteners that come loose or fail
- Wiring that becomes visible from ground level
- Any issue directly attributable to the quality of the original installation

What Is Not Covered

This warranty does not cover issues caused by circumstances outside of normal product use and professional installation, including but not limited to:

- Damage from physical impact, such as contact with ladders, tools, falling tree branches, or hail exceeding one inch in diameter
- Damage from power surges, lightning strikes, or electrical events when the system is not connected to a surge protector
- Damage resulting from unauthorized modification, tampering, or repair performed by anyone other than the original installer or a Crystanite-authorized service provider
- Damage caused by the homeowner attempting to modify, relocate, remove, or repair any component of the system
- Normal cosmetic wear on exterior-exposed surfaces after the warranty period has ended
- Acts of nature including but not limited to tornadoes, floods, earthquakes, and hurricanes
- Use of non-Crystanite replacement parts or components not approved by Crystanite
- Systems not installed by an authorized Crystanite dealer or installed outside of Crystanite's installation guidelines
- Operating the system beyond its rated capacity or connecting to incompatible power sources

How to Get Help

If something isn't working with your Crystanite lighting system, follow these steps:

Step 1: Contact Your Installer

Your installer is your first point of contact for any issues with your lighting system. They installed your system, they know your home's setup, and they can diagnose and resolve most issues quickly. Your installer's contact information should be on the documentation they provided at the time of installation.

Step 2: Your Installer Diagnoses the Issue

Most issues are simple to resolve: a replacement bulb, a WiFi reconnection, or a timer adjustment. Your installer will determine whether the issue requires a replacement part from Crystanite or can be resolved with an on-site adjustment.

Step 3: If a Replacement Part Is Needed

Your installer will contact Crystanite on your behalf to request the replacement component. Crystanite will ship the part directly to your installer at no cost to you. Your installer will then schedule a service visit to perform the repair.

Step 4: If Your Installer Is Unavailable

If your original installer has gone out of business or is unresponsive for more than 14 days, you may contact Crystanite directly. We will work with you to connect you with another authorized Crystanite dealer in your area who can service your system.

Warranty Registration

Your Crystanite system should be registered at the time of installation. Registration activates your warranty coverage and allows Crystanite to quickly verify your system details if a claim is ever needed.

How to Register

1. Locate the QR code on your Crystanite power module (the controller box installed near your outdoor outlet or inside your garage).
2. Scan the QR code with your smartphone camera.
3. Complete the short registration form with your name, address, email, installer name, installation date, and system details.
4. You will receive a confirmation email with your warranty registration number. Save this email for your records.

If your system was not registered at the time of installation, you can register at any time by visiting crystanite.com/warranty. We recommend registering within 30 days of installation for the fastest claim processing.

What if I didn't register? Unregistered systems are still covered under this warranty. However, claim processing may take longer while Crystanite verifies the installation through your dealer's order records. Registration makes everything faster and smoother — we strongly recommend it.

Warranty Transfer

If you sell your home, the Crystanite warranty transfers to the new homeowner. The warranty period does not reset — it continues from the original date of installation.

How to Transfer

5. The new homeowner contacts Crystanite at info@crystanite.com with proof of property transfer (closing statement or deed).
6. Crystanite updates the warranty registration with the new homeowner's contact information.
7. The new homeowner receives a confirmation email with their updated warranty details and the contact information for the original installer.

The transferable warranty is a selling point for your home. Prospective buyers can see that the lighting system is professionally installed and backed by a multi-year manufacturer warranty — it's an asset, not just a feature.

Warranty Terms and Conditions

Sole Remedy

Crystanite's sole obligation under this warranty is to repair or replace defective products and parts during the applicable warranty period. Repaired or replaced components are warranted for the remainder of the original warranty period.

Limitation of Liability

Crystanite shall not be liable to any party for loss of profits, diminished property value, loss of use, or any other special, incidental, or consequential damages in connection with any claim arising from Crystanite products, whether based in contract, warranty, tort, or any other legal theory. Crystanite's maximum liability under this warranty shall not exceed the original purchase price of the affected components. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so this limitation may not apply in your jurisdiction.

Disclaimer of Other Warranties

This limited warranty is the sole warranty provided by Crystanite LLC. No other warranties, expressed or implied, are given, and Crystanite expressly disclaims all other warranties, including without limitation the implied warranties of merchantability and fitness for a particular purpose. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so this limitation may not apply in your jurisdiction.

No Unauthorized Representations

No salesperson, installer, representative, or agent is authorized to make any warranty, guarantee, or representation on behalf of Crystanite that contradicts or exceeds the terms of this limited warranty. Any modification to this warranty must be in writing and signed by an authorized representative of Crystanite.

Governing Law

This warranty shall be governed by and construed in accordance with the laws of the State of New York. This warranty gives you specific legal rights, and you may also have other rights that vary by jurisdiction. Any legal action, dispute, or proceeding arising out of or related to this warranty or Crystanite product shall be brought exclusively in the state or federal courts located in Erie County, New York. By accepting the installation of a Crystanite lighting system, the homeowner consents to the personal jurisdiction of the courts of Erie County, New York and waives any objection to venue in such courts.

Effective Date

This warranty policy is effective as of the date of your system installation and applies to all Crystanite products purchased and installed by authorized Crystanite dealers in the United States.

CRYSTANITE, LLC

Buffalo, New York

www.crystanite.com/warranty