



SiteWorx Software USA LLC

6-10 Ek Court
Shrewsbury, MA 01545 USA

Limited Warranty Statement

SiteWorx Software USA LLC ("Manufacturer") warrant that its Digital Lumens and SiteWorx brand sensors, luminaires, and accessory products; Digital Lumens brand sensors, luminaires, and accessory products sold directly by SiteWorx Software PTE LTD; and Digital Lumens brand luminaire, hardware, and accessory products shipped by Digital Lumens and Digital Lumens, Inc prior to February 17, 2023, collectively "Products", will be free from defects in material and workmanship and operate according to published specifications for the applicable warranty period, subject to the following conditions. This warranty extends only to the original end user of the Products. The warranty period commences on the date of shipment (or date of manufacture if shipment date is not known, available, or verifiable).

If a Product fails to operate properly during the warranty period, Manufacturer will, at its option, repair the Product, replace the Product with the same or similar product at no charge, or offer a credit of the purchase price prorated according to the remaining warranty period. Labor costs for replacement of defective Products are not included. Products may be repaired with new or reconditioned components. Repaired or replaced Products are only warranted for the remaining portion of the original warranty period.

Product (Shipped on or after February 17, 2023)	Warranty Period
All Asset Tracking Tags	One Year
LightRules® & SiteWorx Network Gateway	Five Years
Digital Light Agent & all SCN controls and adapters	
Lightelligence Socket	
Battery Backup Unit	
Wireless Input/Output Module	
Wireless Temperature & Humidity Sensor	
Intelligent Plug Load Control (CRD and RCP)	
SiteWorx Wireless Power Meter	
Wireless Bluetooth Smart Device	
TLX luminaire family	
LLX luminaire family	
ULX luminaire family	
BLX luminaire family	
ILE luminaire family (shipped before July 15, 2015)	Five Years
DLE luminaire family (shipped before July 15, 2015)	
HLE luminaire family (shipped before July 15, 2015)	
CLE luminaire family (shipped before November 1, 2019, unless optional 10 year warranty was purchased)	
ILE luminaire family (shipped on/after July 15, 2015)	Ten Years
DLE luminaire family (shipped on/after July 15, 2015)	
HLE luminaire family (shipped on/after July 15, 2015)	
CLE luminaire family (shipped on/after November 1, 2019)	
LLE luminaire family	
RLE luminaire family	

Warranty Conditions

Warranties for third party components, meaning any non-Digital Lumens or SiteWorx branded components that may be supplied with Products, are provided by the third-party manufacturer. Manufacturer will pass through all published manufacturers' warranties.

Battery Backup Units will only be considered defective only if it fails to operate for the full 90 minutes (UL units), or 180 minutes (CE units), during annual testing. The Battery Backup Unit must be installed on a compatible fixture and continuously powered within ninety 90 days of the date of shipment from Manufacturer, and the unit may not be exposed to excessive full charge depletion cycles.

LightRules and SiteWorx Network Gateways carry a standard length warranty when purchased as a standalone hardware device. SiteWorx Network Gateways provided through the purchase of a SiteWorx subscription are warranted for as long as there is an active subscription.

For luminaire products, a reduction in light output is only considered a defect if 10% or more of the individual light emitting diodes fail to illuminate.

Products must be:

- Properly stored prior to installation and maintained after installation.
- Properly wired and installed according to applicable standards, code or instructions (including the latest National Electrical Code, the Standards for Safety of Underwriters Laboratory, the American National Standards Institute and the Canadian Standards Association).
- Used with compatible devices and accessories.
- Used in applications and environmental conditions within Product specifications.
- Operated at rated voltage or current.

This warranty excludes coverage for defects arising from: abnormal use or stress (e.g. excessive operating temperatures, under/over voltage or current, power surges, improper installation or programming); unauthorized modifications; or exposure to corrosive environments and substances (e.g. sulfur, chlorine, petroleum-based solutions, or other contaminants).

Replacement of Digital Lumens or SiteWorx product components with non-approved components of other manufacturers will void this warranty.

Energy savings, if any, will vary depending on factors such as site conditions, utility rates, selected components and system configuration. Any rebate, incentive or cost reduction that may be available from third parties is outside the control of Manufacturer.

All warranty returns must have a Return Material Authorization (RMA). After receiving Return Material Authorization and if requested by Manufacturer, the Products must be returned to Manufacturer at customer's expense according to the shipping instructions provided. Manufacturer may examine the returned Product to determine the cause of failure and whether the Product is defective and covered under this warranty.

The limited warranty provided is the exclusive warranty for the Products. Manufacturer disclaims all other statutory, express, or implied warranties, including any warranty of merchantability, fitness for a particular purpose, or non-infringement.

To the extent permitted by law, Manufacturer will not be liable for any incidental, special, or consequential damages, including lost business or revenues, under any theory or claim, arising out of the purchase and use of the Products. Some jurisdictions do not allow exclusion or limitation of incidental or consequential damages, so these limitations may not apply to you.

Warranty Claims

For warranty service claims, please contact SiteWorx Support: support@siteworx.io.

rev. June 10, 2025