



Portor Industry Inc – Optional Extended Warranty Coverage

Here at Portor, we stand behind the quality and performance of our LED lighting solutions. To provide added peace of mind, we offer two optional extended warranty plans that protect your investment well into the future.

- Warranty Options:
 - 7 Year Extended Warranty
 - 10 Year Extended Warranty
- Extended warranties add 2 or 5 years to the standard 5-year warranty (for a total of 7 or 10 years of coverage).*

Both plans cover the full replacement of eligible LED fixtures in the event of failure due to manufacturing defects or premature component failure **under defined normal operating conditions**, including but not limited to failures resulting from design defects, thermal degradation, or premature lumen depreciation, as long as the fixture is used and maintained within specified guidelines. Fixtures with accessories can be covered at additional cost.

INDOOR

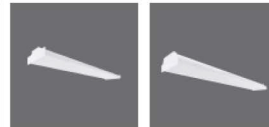
COMMERCIAL DOWNLIGHT FIXTURES



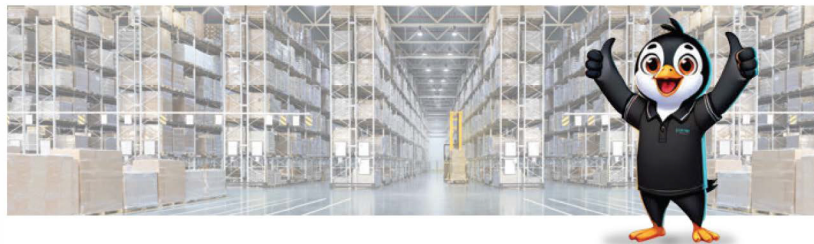
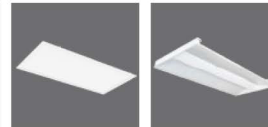
HIGHBAY FIXTURES



LINEAR FIXTURES

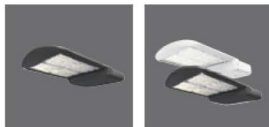


PANEL FIXTURES



OUTDOOR

AREA LIGHT FIXTURES



BOLLARD FIXTURES



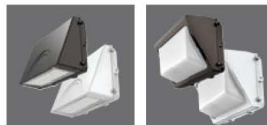
FLOOD FIXTURES



CANOPY FIXTURES



WALL PACKS



LINEAR STRIP





Coverage Details

Eligible Fixtures: This warranty applies only to models listed on the official Portor Industry Inc product eligibility list*. Fixtures must be installed per Portor's installation instructions and comply with all local electrical codes.

- **Normal Operating Conditions Defined as:**
 - Ambient temperature between -20°C to +40°C (or as labeled on the fixture)
 - Voltage supply maintained within $\pm 10\%$ of rated input
 - Maximum daily operating time of 12 hours unless otherwise specified
 - Proof of Purchase and Installation
 - A dated sales invoice or receipt is required for all claims
 - Third-party installations should include a contractor's invoice or certification
 - For self-installations, Portor may accept timestamped photos or other verifiable documentation
 - Modifications to the fixture made by installer may void the warranty
- **Covered Failures Include:**
 - Defects in materials or workmanship
 - Driver or LED module failure
 - Excessive color shift (greater than 10% deviation from original CCT)
 - Lumen maintenance below 70% of rated output (L70 standard failure)
- **Exclusions:**
 - Damage due to misuse, power surges, lightning, vandalism, incorrect installation, or acts of God
 - Fixtures used in environments outside their rated specification (e.g., damp locations, corrosive atmospheres)
 - Cosmetic wear that does not impact fixture function
 - Labor and Associated Costs
 - The warranty covers product replacement only
 - Labor, removal, reinstallation, and freight costs are not covered, unless explicitly stated in a separate agreement with Portor Industry Inc

Environmental and Chemical Exposure Limitations

Portor Industry Inc's LED lighting fixtures are not designed or rated for environments with elevated levels of caustic, corrosive, or chemical contaminants, including but not limited to ammonia, chlorine, sulfur, or cleaning agents containing acidic or alkaline compounds, unless explicitly stated in the product specifications or datasheets.

* See Appendix A for the current list of eligible models, or refer to Portor's confidential price sheet under the "Extended Warranty" section.



Exposure to such substances may result in accelerated degradation of materials and components and will void the warranty unless the fixture is specifically designated for chemical-resistant or harsh environment applications.

Optional Emergency Battery (EM) Limitation

In cases where an optional Emergency Battery (EM) unit has been installed as part of a Portor Industry Inc LED fixture, and it is determined that the EM battery is the sole cause of fixture malfunction or failure, the warranty coverage shall be limited exclusively to the EM component. In such cases, the sole and exclusive remedy shall be the provision of a discount, determined at the sole discretion of Portor Industry Inc, toward the purchase of a replacement EM battery unit. No replacement of the entire fixture shall be provided under this condition, and labor, shipping, or reinstallation costs remain the responsibility of the purchaser.

Improper Use and Relocation

This warranty shall be considered null and void if the LED fixture is used for any application other than its intended and specified purpose as defined by Portor Industry Inc. Additionally, the warranty does not apply if the fixture has been uninstalled from its original installation site and reinstalled in a different location, unless prior written authorization is obtained from Portor Industry Inc. Such unauthorized relocation may result in altered environmental or electrical conditions that fall outside the scope of warranted operation.

Project Minimum Warranty Coverage Requirement

Warranty claims submitted under this program are subject to a minimum coverage threshold of \$350 USD per project. This means that the total value of the approved warranty replacement(s) or credit(s) for any single project must equal or exceed \$350 USD to qualify for processing.

Claims falling below this threshold may be deferred, bundled with additional claims, or denied at the discretion of Portor Industry Inc.

This policy is intended to ensure administrative efficiency and to align with the cost structure of fulfillment, logistics, and product support.

How to Submit a Warranty Claim

To file a claim, please contact Portor Industry Inc Customer Support at:

RMA@portorindustry.com

- Claim must include:
 - Proof of purchase and installation
 - Description of the issue or failure
 - Photos of the failed fixture and installation environment



Claims are typically reviewed and processed within 30 business days. All warranty claims are subject to review and final determination by Portor Industry Inc. The company reserves the right to approve, deny, or propose an alternative resolution to any claim at its sole and exclusive discretion, based on the findings of its evaluation and applicable warranty terms. Approved claims will receive a replacement fixture per the warranty terms.

Appendix A

PT-AL2N-150-3CP	PT-CBL2-100W-50K
PT-AL2N-150-3CP-HV	PT-CBL3-36W-50K
PT-AL2N-300-3CP	PT-CBL3-45W-50K
PT-AL2N-300-3CP-HV	PT-DLR-C-4I-10W-5CCT-277
PT-AL2N-375W-50K	PT-DLR-C-6I-15W-5CCT-277
PT-AL2N-375W-50K-HV	PT-CDL-4I-5C3P-3
PT-AL2N-150-3CP-W	PT-CDL-6I-5C3P-3
PT-AL2N-150-3CP-W-HV	PT-CDL-8I-5C3P-3
PT-AL2N-300-3CP-W	PT-CDL-10I-5C3P-3
PT-AL2N-300-3CP-W-HV	PT-DLS-R-4I-8W-5CCT-277-3
PT-ALE-150-3CP	PT-DLS-R-6I-12W-5CCT-277-3
PT-ALE-300-3CP	PT-FLM2-15W-3CCT
PT-ALE-150-3CP-HV	PT-FLM2-30W-3CCT
PT-ALE-300-3CP-HV	PT-FLM2-MW-3CP
PT-BL-LW-3CP	PT-FLS1-15W-3CCT-KM
PT-BL-HW-3CP	PT-FLS1-15W-3CCT-UB
PT-ABL-R-DTP-C-3CP	PT-FLS1-35W-3CCT-KM
PT-ABL-R-DTP-L-3CP	PT-FLS1-35W-3CCT-UB
PT-ABL-R-PTP-O-3CP	PT-FLS1-60W-3CCT-KM
PT-ABL-R-BTP-C-3CP	PT-FLS1-60W-3CCT-UB
PT-CAS1-LW-3CP	PT-FLS1-105W-3CCT-SF
PT-CAS1-MW-3CP	PT-FLS1-105W-3CCT-UB
PT-CAT2-LW-3CP	PT-FLS1-140W-3CCT-SF
PT-CAT2-HW-3CP	PT-FLS1-140W-3CCT-UB
PT-CBL2-36W-50K	PT-FLHO-MW-3CP
PT-CBL2-75W-50K	PT-FLHO-MW-3CP-HV

Appendix A

PT-FLHO-HW-3CP	PT-BLP8-24-3CP-EM
PT-FLHO-HW-3CP-HV	PT-BLP-14-3CP-SR
PT-LHB-105W-2CCT	PT-BLP-22-3CP-SR
PT-LHB-155W-2CCT	PT-BLP-24-3CP-SR
PT-LHB-170W-2CCT	PT-SPL-600-3P-50K
PT-LHB-210W-2CCT	PT-STL-4F-3CP
PT-LHB-300W-2CCT	PT-STL-4F-3CP-EM
PT-LHB-300W-50K-480V	PT-LS1-2FT-3CP
PT-LHTL-185-2C3P	PT-LS1-4FT-3CP
PT-LHTL-270-2C3P	PT-LS1-8FT-3CP
PT-LHTL-400-2C3P	PT-LS1-4FT-3CP-EM
PT-LHD-150-3CP	PT-LS1-8FT-3CP-EM
PT-LHD-215-3CP	PT-LS-HO-4F-3CP
PT-LHD-320-3CP	PT-LS-HO-8F-3CP
PT-RHB-11D-3CP	PT-LS-2F-3CP-SR
PT-RHB-13D-3CP	PT-LS-4F-3CP-SR
PT-RHB-11D-3CP-W	PT-LS-8F-3CP-SR
PT-RHB-13D-3CP-W	PT-TRO-14-3CP-SR
PT-RHB-11D-3CP-HV	PT-TRO-22-3CP-SR
PT-RHB-13D-3CP-HV	PT-TRO-24-3CP-SR
PT-RHBE-150W-50K	PT-TRO-HO-22-3CP
PT-RHBE-240W-50K	PT-TRO-HO-24-3CP
PT-BLP8-14-3CP	PT-TRO2-14-3CP
PT-BLP8-22-3CP	PT-TRO2-22-3CP
PT-BLP8-24-3CP	PT-TRO2-24-3CP
PT-BLP8-22-3CP-EM	PT-TRO2-22-3CP-EM

Appendix A

PT-TRO2-24-3CP-EM	PT-WPH3-HW-3CP-EM
PT-TRO-22-RTK-3CP	PT-WPH-60-3CPB
PT-TRO-24-RTK-3CP	PT-WPH-120-3CPB
PT-TRO-22-RTK-3CP-SR	PT-WPM3-3CP
PT-TRO-24-RTK-3CP-SR	PT-WPC-HW-3CP
PT-VS-WD-4F-HW-3CP	PT-WPR-MW-3CP
PT-VS-MO-4F-3CP	PT-WPR-HW-3CP
PT-VS-MO-8F-3CP	PT-WPA-MW-3CP
PT-VT2-2F-3CP	PT-WPA-HW-3CP
PT-VT2-4F-3CP	PT-WPS-60-3CP
PT-VT2-8F-3CP	PT-WPS-100-3CP
PT-VT2-4F-3CP-EM	PT-WA2-4F7I-3CP
PT-VT2-8F-3CP-EM	PT-WAFA-4F9I-3CCT
PT-WPF-LW-3CP	PT-WAS-4F5I-3CP
PT-WPF-HW-3CP	PT-WAM-4F9I-3CP
PT-WPF-LW-3CP-W	CLFL1-100W
PT-WPF-HW-3CP-W	CLFL1-200W
PT-WPF-LW-3CP-EM	CLFL1-300W
PT-WPF-HW-3CP-EM	CLRHF-150W-50K
PT-WPF-60-3CPB	CLRHF-150W-50K-480V
PT-WPF-100-3CPB	CLRHF-200W-50K
PT-WPH3-LW-3CP	CLRHF-200W-50K-480V
PT-WPH3-HW-3CP	CLRHF-240W-50K
PT-WPH3-LW-3CP-W	CLRHF-240W-50K-480V
PT-WPH3-HW-3CP-W	
PT-WPH3-LW-3CP-EM	