

STREAMER LIMITED WARRANTY POLICY

Effective Date: January 1, 2025

Applies to: Streamer branded Emergency LED Drivers, Inverters, Batteries, and
Emergency Lighting Components

Company: Shenzhen Yihui (Streamer) Lighting Co. Ltd

1. Length of Warranty & Product Coverage

Warranty period begins from the date of manufacture, based on date code printed on each product label. Coverage applies only to manufacturing defects under normal use and installation.

Product Category	Series Name	Warranty Period
Eco Emergency DC Drivers	Encore / EncoreX / Drivion Series	5 Years
Eco Emergency 0–10V Inverters	Encore / EncoreX Series	5 Years
Safety Emergency DC Drivers	Safion Series	5 Years
Safety Emergency 0–10V Inverters	Safion Series	5 Years
Split Emergency Backup Systems	Splitron Series	5 Years
Highbay Inverter Systems	PowerHouse Series	5 Years
LiFePO ₄ Battery Packs	All Series	5 Years
Ni-MH Battery Packs	All Series	3 Years
LED Emergency Modules	EcoLite / SafeLite Series	5 Years
Accessories & Harness Kits	All Series	2 Years

Battery Definition of Defect:

A defective battery is defined as failure to deliver more than 60% of its rated capacity during the warranty period under normal operating conditions.

2. Warranty Conditions

This limited warranty applies only to the original purchaser and covers defects in materials and workmanship. Products must be:

Installed and operated according to:

Streamer installation instructions

UL, CSA, FCC, or CE standards (where applicable)

National Electrical Code (NEC) or local building codes

Used within rated electrical and thermal limits stated on the product label or datasheet

Properly grounded and protected against power surges

This warranty does not cover:

Improper installation, misuse, or abuse

Operation outside rated temperature or voltage

Use with incompatible LED loads or drivers not approved by Streamer

Water damage (non-IP rated models used in wet/damp conditions)

Battery failure due to extended storage without periodic recharge

Field modifications or tampering

Acts of God (lighting, flood, fire, etc.)

Cosmetic damage not affecting performance

3. Warranty Remedies

Streamer will, at its sole discretion:

Repair the product,

Replace the product with a new or refurbished equivalent model, or

Issue credit prorated based on remaining warranty period

Warranty does not cover:

Labor costs for removal/reinstallation

Onsite troubleshooting or service fees

Shipping costs (unless approved by Streamer)

Indirect or consequential damages

4. Returning a Defective Product (RMA Policy)

To receive warranty service:

Contact Streamer Customer Service for RMA authorization

Email: warranty@streamerus.com

Provide:

Product model and serial/date code

Proof of purchase

Description of failure

Installation photos (if requested)

Ship the product to Streamer's designated warehouse freight prepaid

RMA numbers expire 30 days after issuance

Non-Streamer product returns or invalid claims may be rejected or subject to inspection fees

Streamer reserves the right to analyze returned products and be the sole judge of warranty eligibility.

5. Limitations of Liability

This warranty replaces all other express or implied warranties. Streamer expressly disclaims liability for:

Loss of business or revenue

Loss of profits

Personal injury or property damage due to installation misuse

Some states do not allow limitations on the duration of implied warranties, so these limitations may not apply.

6. Contact Information

Streamer USA

Email: warranty@streamerus.com

Phone: +86-0755-29778633

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