

Limited Warranty – International Sky Factory Products

Revision 0811

Please keep this warranty information in a safe place.

What is covered:

All parts defective in material and workmanship. This limited warranty does not cover a defect that has resulted from improper or unreasonable use or maintenance, accident, excessive exposure to light, UV or visible, water or moisture, environmental pollution, solvents, airborne chemicals or x-ray radiation, improper installation or the negligence of a third party. In the case of fading of image dyes or pigments that have been installed in The Sky Factory lighting systems or lighting systems authorized in writing by The Sky Factory, replacement cost will be pro-rated based on the purchase date and the claim date and the warranty period. Current prices will be used in replacement calculations.

Limitation on liability:

THE PROVISIONS OF THIS LIMITED WARRANTY ARE IN LIEU OF ANY OTHER WRITTEN WARRANTY, WHETHER EXPRESS OR IMPLIED, WRITTEN OR ORAL, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

For how long:

The Sky Factory limited warranty lasts:

- Ten years for Ambient SkyTiles™ lit by ambient indoor light or up-lighting sold or approved by The Sky Factory.
- Ten years for Luminous SkyTiles™ and Luminous Virtual Window™ images installed in backlight or edge-lit fixtures and lamps sold or approved by The Sky Factory.
- One year for ceiling and wall light-boxes and electrical fixtures, exclusive of fluorescent and LED lamps.
- Three years for fluorescent light ballasts.
- Two years for DC Power supplies.
- One year limited warranty on the eEscape™ and SkyV™ digital cinema systems.
- Two year limited warranty on eEscape and SkyV monitors.

Warranty periods are calculated from date of original purchase or the Date of Substantial Completion.

What we will do:

We will at our sole option, repair or replace any defective parts within a reasonable time free of charge. We will pay shipping of replacement parts to you.

In the case of image fading, we will replace faded Ambient or Luminous SkyTiles and Luminous Virtual Window images free of charge for the first year. We will replace faded images for a 90% discount from current retail prices in the second year, 80% discount in the third year, etc., reducing the discount by 10% each subsequent year.

What we will not do:

Pay disassembly or re-installation charges. Pay shipping from you to us.

What you must do to obtain Warranty Service:

Contact The Sky Factory by email, telephone or letter for return instructions, shipping address and a Return Merchandise Authorization (RMA) number.

Place the RMA number on the outside of the prepaid carton or cartons. Cartons not bearing a RMA number will not be accepted.

Exclusive remedy:

This limited warranty is fully transferable provided that the current owner provides proof of purchase from The Sky Factory. THE MAXIMUM LIABILITY OF THE SKY FACTORY SHALL NOT EXCEED THE ACTUAL PURCHASE PRICE PAID BY YOU FOR THE PRODUCT AND IN NO EVENT SHALL THE SKY FACTORY BE LIABLE FOR SPECIAL, INCIDENTAL, CONSEQUENTIAL OR INDIRECT DAMAGES.

Other conditions:

This limited warranty gives you specific legal rights, and you may also have other rights that vary from country to country or state to state. This limited warranty does not apply if The Sky Factory identifying marks have been removed from its products.

The Sky Factory, L.C. thanks you for your recent purchase. We know it will give you years of satisfaction. Please also familiarize yourself with our Renewal & Recycle Program.

Please send any correspondence regarding product information or warranty services to:
The Sky Factory, L.C. • P.O. Box 1177 • Fairfield, IA • USA 52556
tel. 641-472-1747 • email: info@theskyfactory.com

www.SkyFactory.com