2ND EDITION

EED BUYING GUIDE

resources by **REGENCY**SUPPLY

IS THIS GUIDE FOR YOU?

We've designed this guide to help you wade through the wide world of LED products. Which of the below best describes you?

"I am up-front cost sensitive"

Up-front cost has been keeping me from upgrading to LED. Now I'm wondering if LED lighting has come into my price range.





"I am a savings hunter"

I'm attracted to LED lighting because of the long life rating (my current lighting maintenance is costly and/or hard to reach) and saving energy is important, too. If there are products that will give me a decent return on my investment, I'd like to know about them.

"I am a designer"

The visual atmosphere of my store, restaurant, or property is very important to me. I also value sustainability, and I think LED lighting might be a good way to save energy. I'm still wondering, though, if LEDs will give me the right visual results.



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IS THIS GUIDE FOR YOU?



"I work in new construction"

I'm building a new facility and I want to maximize efficiency and minimize maintenance for my lighting and set the building up for longterm compliance with codes.

"I'm doing a remodel"

My light fixtures are in disrepair or outdated, and I need to do something about it. While I'm at it, I'm interested in LED lighting options that will update the look of my space and save money in the long run.





"I'm affected by building code or product restrictions."

I'm working on a project with strict building codes or my current product is banned and I need approved upgrades. I'm wondering if LED lighting can help me meet the requirements I'm facing.



The world of LED is not only ripe with choices, but rapidly-changing. Here's a road map to help you navigate the evolving LED landscape.

CONTENTS

Although there are numerous benefits to LED lighting, it isn't for every business. In this section we help walk you through deciding if switching to LED lighting is right for your business.

Lighting specs and language can be overwhelming. When you're ready to switch to LED lighting, it's easy to feel overwhelmed by the sheer volume of terms thrown around by manufacturers. We break down a few common specs and explain why they're so important to take into consideration when making the switch to LED.

Although LEDs are extremely efficient, like all things in life, there is a chance they may fail. In order to get a sense for whether or not an LED manufacturer has reliable products, we give you a few vital questions to ask.

You're ready to go with LED lighting but how do you know if you should go with a plug-and-play replacement product or a new LED fixture? We help you determine the best choice for your business.

Looking for specific recommendations for your project or application? We give our expert opinion on what to buy for most every scenario.

Utility rebates and incentive programs are key drivers in the LED buying process. So where can you find rebates? We explain.

How can you be sure that the warranty on new LEDs will meet your expectations? Here are some tips and some innovative options for extending LED warranty coverage.

IS LED THE RIGHT CHOICE FOR YOU?

The amount of hype around LED lighting over the last several years might be off-putting or misleading, implying that the lighting technology is a mere fad — here today, gone tomorrow.

LED is not a fad.

It's not the lighting equivalent of a Nextel phone or a Palm Pilot — which seemed destined for eventual obsoleteness. LED is a substantive, solid, significant advancement in how we illuminate our homes and workplaces and common areas. And it's here to stay.

Chances are, you downloaded this guide because you're interested in purchasing LED lighting for your business. You probably don't need much convincing of LED's legitimacy or benefits. You're reading a buying guide, after all.

But you can never be too sure. Let's take a second to double check that LED is right for what you're trying to do.

Top reasons businesses go LED

1. Energy and material savings

LED lighting is the right option if you're looking to gain control of the cost of your energy and replacement lamps. Energy savings is the most attractive trait of LED lighting for businesses. At a minimum, today's Energy Star-qualified LED lamps use 75 percent less energy than conventional incandescent lamps.

LEDs also emit much less heat than incandescent lamps, which release about 90 percent of their energy as heat. Less heat produced by your lighting system means that your HVAC system won't need to work as hard during the summer months. While this is a fraction of the energy savings from the dramatically lower wattage, it still adds up, especially if your business operates multiple locations.

2. Building code and product compliance

In some instances, businesses no longer have a choice. In order to meet building code and product compliance, you have to choose LED. Building codes are getting more stringent with energy controls and efficiency requirements. Title 24, which is affecting buildings in the state of California, is a great example of strict requirements that are pushing more buildings to incorporate LED lighting and lighting controls. Several states are also adding new requirements to lighting products, essentially eliminating a majority of incandescent and halogen products.

3. Improve light levels and brighten the space

LEDs produce incredibly directional light and lighting engineers are putting an amazing amount of thought into the optics that control where the light ends up. The combination of these factors means that LED lighting gives you an unprecedented amount of control over where you place light in your facility.

In addition to their directional abilities, LEDs also give more flexibility with color and creativity. Whether you're looking for your lighting to change colors based on the time of day or season of the year or you simply want a low-profile linear lighting fixture, LED is likely the technology of choice.

4. Sustainability and environmental consciousness

If you're motivated by social responsibility, the dramatic energy savings LED lighting provides will jump off the page. But the environmental benefits of LEDs don't stop there:

- They last 10-50 times longer than traditional lighting products
- LEDs contain no mercury, which is harmful to our environment
- Energy reduction helps reduce carbon footprint
- Since they last longer, there's less waste in throwing away burned-out bulbs

5. Ease of maintenance

LEDs last about 10-50 times longer than their conventional incandescent counterparts. Today's LEDs start at a life rating of about three years, running 24 hours a day, seven days a week. Imagine what that long life could mean for those hard-to-reach places in your building or the places where you need lifts or other expensive, special equipment to change out lamps.

When businesses are looking to change their existing lighting to LED, many like to begin by retrofitting areas that are difficult to maintain, or hard to reach. The time freed up for maintenance staff to address other areas as a result of a switch to LEDs will make a noticeable impact on the visual appeal and upkeep of buildings almost right away.

Whether you're looking for long-term savings and ROI, design pop, a move toward more green business practice, or a less-burdened maintenance staff, LED lighting should be a consideration.

Why some businesses are hesitant to choose LED

1. Up-front cost is prohibitive

Many customers opt to take a pass on or wait on LED lighting due to the higher up-front cost when compared with other lighting technologies. While this is a valid reason to wait, the savings numbers are continuing to increase and the up-front costs are continuing to decrease with LED lighting. Given the rapid changes in the industry, it might be a good time to revisit a project you've previously shelved due to the initial cost.

2. Prefer traditional aesthetics

If your priority is the look of lamps for the improvement of an outdoor restaurant patio or, say, a hotel lobby, then LED may not be the way to go. True, there have been some great improvements to LED style, from the replacement of "fins" and seemingly extraterrestrial-inspired designs to today's selection of more modern and vintage-inspired forms. Yet if you are going for a certain mood in a space or you want to invoke a certain feeling when you dim down an area, LEDs are sometimes considered to be a secondary or tertiary option. In recent years, however, many manufacturers have released traditional-style filament LED bulbs, which offer the aesthetic value of a classic incandescent along with the energy efficiency of a modern LED.





3. When existing burn hours won't provide significant energy savings or return on investment

Everyone knows LEDs save a lot of energy and have long lifespans, but they're also more expensive than your typical Thomas Edison light bulb.

That being said, if you are changing out a fixture or lamp to LED, you'll want to evaluate how long the bulb in that fixture is currently on every day, or how long it's burning. If it's only on one or two hours a day, you are probably not going to see a return on investment based on the energy savings until many years down the road.

That may not matter to you so much if you are only purchasing a couple of LED lamps. But if you are doing a property retrofit on hallway ceiling lights, you will want to make sure you are dropping the wattage enough to see a return on investment in three years or less — a common retrofit return on investment (ROI) target.

One caveat to this point is the fact that there are some applications where it's worth going with a long-life LED simply because the product is a chore or very expensive to change.

WHAT SPECS ARE IMPORTANT?

When you're ready to make the leap to LED lighting, it can be a little scary. There are a number of different performance metrics that are important to be aware of. Here are a few common specs and why they are so important to take into consideration when making the switch to LED.

Efficiency and reliability

1. Wattage – Wattage is simply the measure of how much energy a lamp needs to illuminate. While there are other benefits to LED lighting over traditional lighting, their reduced wattage energy consumption is still their biggest advantage.

2. Replacement wattage – Replacement wattage indicates the wattage of the traditional lamp that is being replaced by LED. Replacement wattage will help you find an LED lamp that will be bright enough to replace the lamp that you are currently using.

3. Rated life – Rated life of an LED is how long it is intended to operate before reaching 70 percent of its original brightness. LEDs don't typically burn out; they slowly dim over time. An LED's rated life is therefore when the lamp is expected to be 30 percent dimmer than it was when brand new.

Light Output

 Lumens – Lumens are the measurement of how much light the lamp puts out. Lumens are important because comparing the lumens of an LED lamp to the lumens of a traditional lamp will help determine if an LED lamp will be bright enough to directly replace your traditional lamp.

2. Center Beam Candle Power (CBCP) – Center beam candle power measures the intensity of light at the center of a beam of light. This is an important measurement for spot and accent lighting. It often isn't enough to only use the lumen output when determining if a lamp will be bright enough.

3. Efficacy – Efficacy is a ratio of how many lumens (how much light) are produced per watt of energy consumed. The higher the efficacy ratio, the more efficiently your product is performing. You can think of this like miles per gallon. A more efficient car (like a more efficient light bulb) gets more miles to the gallon (more lumens per watt).

Visual Appeal

1. Correlated Color Temperature (CCT) – Color temperature is a numerical value that indicates the color of light a particular fixture or bulb will emit. A low number indicates warm light. A higher number indicates a cooler light, like daylight and hospital lighting. It is important to know the approximate color temperature range of your existing lighting, so you can find a suitable replacement.

2. Color Rendering Index (CRI) – CRI measures a light source's ability to reflect colors accurately. If you have a retail store it's important for your light to have a high CRI to accurately display colors in your merchandise, however, if you drive through a tunnel, it really doesn't matter how well color is reflected from the outdoor lights.

3. Dimmable – Is the driver inside the LED dimmable? Usually it will say yes or no, and which system the product dims with. LEDs don't always communicate well with dimmers, so if you need to dim your lighting, be sure the lamp you are buying is rated as "dimmable" Unlike incandescents, not all LED lamps are dimmable. For help with dimming, <u>here are some resources and</u> a place to contact us you can also search for dimmers on our website.

Comparing Products

The lighting facts label is set up to make some of these common specs clear, easy to read, and easy to compare across different manufacturers. If you see this label on a product, you can at least rest assured that it has been carefully evaluated.



Some small lighting manufacturers that are popping up left and right may be offering unproven products, and the DOE's Lighting Facts program is designed to help separate the field and make it easier to compare products.



CAN I COUNT ON THE PRODUCT TO LAST?

We wish we could tell you that LEDs will never fail. But that is just not the case. Although they are generally very reliable, like all things in life, there is always the chance one may fail prematurely. The best thing you can do is align yourself with a reputable LED manufacturer so if and when something does fail, you have a company there to back you with warranty and customer support.

In order to get a sense for whether or not the company has a strong foundation and track record, there are a few vital questions you need to ask.

- Has the company been in business for more than five years? (In most cases, we like for manufacturers to be in business for at least as long as their published warranty.)
- 2. Is the company's brand a trusted name?
- 3. Does the company have any products that are currently on backorder?
- 4. Does the company have any open product recalls? What's the background on that?
- 5. What is the largest project the company has completed?
- 6. What is the company's approximate total annual sales?
- 7. Who are the company's major competitors?
- 8. Does the company website include detailed information on their products, including cut sheets, photometric reports, UL, DLC, Energy Star, and LM90 reports to validate safety, quality, and life rating claims?

Although there is a chance of pre-mature failure, it is highly unlikely. LED lamps last about 10-50 times longer than traditional incandescents. It isn't uncommon to see LED lamps with a life rating of about three years, running 24 hours a day, seven days a week.

And have no fear, if your LED lamps do fail, as long as you're paired with a reputable manufacturer and distributor, your projects should be smooth sailing.

For more on LED warranties, see the final chapter of this e-book.

LED LAMP REPLACEMENT VS. LED FIXTURE: WHICH IS THE BEST CHOICE?

The impact of LED lighting on the seeming endless sea of options is greater than just a few new significantly more efficient options for a table lamp or track fixture. LED technology has brought new replacement products, but it has also introduced a new category of options: LED fixtures.

This is a question we commonly address: "I'd like to go with LED lighting, but how do I know if I should go with a lamp replacement or a new LED fixture?"

As the first step to answering this question, let's address the pros and cons of each option.



LED lamp pros and cons

Plug-and-play LED replacement products are one of the easiest ways to improve the energy efficiency and ease of maintenance in a facility. Here's a breakdown of the pros and cons:

LED lamp pros

- → Easy, quick installation
- → Significant efficiency gain over traditional lighting (incandescent, halogen, fluorescent)
- → Long life rating compared to traditional lighting (incandescent, halogen, fluorescent)
- Strong lighting rebate programs across the U.S. to help offset the up-front costs
- → Retrofitting to LED often requires no fixture modifications
- → LED lamps can be easily replaced as new technologies come out (better efficiency or color rendering)
- Least expensive way to adopt LED
- → Does not trigger certain code requirements like Title 24 in California

LED lamp cons

- LED lamp retrofits do not change the maximum fixture wattage (more on this later)
- Dimming can be more challenging or more limited with many plug-and-play retrofit products
- → LED lamps with an integrated driver typically will not dim as low as dedicated driver or LED fixture options
- LED lamps tend to be physically larger than their integral fixture counterparts with similar light output
- Unless specifically noted as approved for enclosed fixtures, some LED lamps will fail pre-maturely from heat build up in enclosed applications.

PHILIPS

LED fixture pros and cons

LED fixtures can provide some of the best visual appeal in addition to carrying some of the longest life ratings and highest efficiency options in a lighting system. Here's a breakdown of the pros and cons:

LED fixture pros

- LED fixtures are designed completely around the LED technology, giving them the most control over the light output and placement (great for situations where lighting design is paramount)
- → LED fixtures tend to have a longer life rating and efficacy than LED replacement lamps
- A fixture designed around LEDs carries a lower maximum fixture wattage than traditional fixtures, which is advantageous for meeting strict building codes like Title 24
- LED fixtures tend to give excellent performance for controls and dimming
- Smaller size compared to traditional fixtures with LED lamps

LED fixture cons

- → Longer, more expensive installation
- Generally higher up-front cost compared to LED replacement lamps
- Many LED fixtures are harder to upgrade in the future as new technologies are released (not all fixtures fit into this category, though!)

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How do I decide between an LED replacement product and an LED fixture?

There are a few key questions that can shape whether we recommend an LED fixture or a plug-and-play replacement. These aren't hard-and-fast rules, but these questions may serve as a compass as you navigate the rough waters of buying LED lighting.

1. Are you working on a new construction project or complete remodel?

If you are working on a new construction project, LED fixtures are probably the best starting point to consider.

One factor to consider is the up-front cost comparison. The difference in up-front cost between a traditional light fixture with lamps and an LED fixture is often negligible. Generally, the LED fixture benefits outweigh any cost premium with greater efficiency and longer life.

Another factor to consider in new construction is the building codes in your area. The lower maximum fixture wattage rating or the greater control flexibility of LED fixtures can be helpful in meeting some of the stricter building codes like Title 24 (more on this below).

2. Do your existing light fixtures need maintenance or repair?

There are some cases when fixture repairs, combined with the cost of upgrading to LED, makes it worth paying for a fixture replacement. The prime example of this is a building with fluorescent troffer or wrap fixtures with yellowed or cracked lenses. While it's an option to track down replacement lenses for the fixtures, you may be better off purchasing a complete LED fixture. In the end, you will probably get better light out of the fixture, better efficiency, and you may come out ahead on the cost.

3. Do you need to meet specific building codes based on controls or fixture wattage?

Building codes are becoming more stringent on efficiency and controls requirements. Title 24 — the latest building code in California that tends to influence national ASHRAE codes — is a prime example of this push for more sophisticated lighting systems.

One of the requirements you may face is the ratio of maximum fixture wattage to square footage. Let's say you have 100 fixtures in your space with a max fixture wattage of 100 watts but you install 12 watt LEDs. You'd think that there would be applause and celebration over your move toward efficiency, but in the fact remains that your total maximum fixture wattage for the space is 10,000 watts. On the flip side, you could lower your maximum fixture wattage for your space by installing 10 watt LED fixtures from the beginning. This would reduce your total maximum fixture wattage to 1,000 watts. This may seem like semantics, but when it comes to getting inspection approvals, this could make all the difference.

19

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Another requirement you may face with current building codes is the need for more advanced lighting controls such as occupancy, dimming, daylight harvesting, or demand response. These controls are often more easily addressed with LED fixtures.

If you suspect that you may be subject to stringent building codes, feel free to contact us. We deal with these requirements day-in and day-out and would be happy to help.

4. Are there rebates involved in your lighting decision?

One final consideration in the debate of LED fixtures versus plug-andplay replacements is the question of rebates. While the cost of LED fixtures is generally greater, so are the potential incentive programs to offset the upfront cost. Operative word: potential. This is another case where talking to a lighting specialist that's up-tospeed on the latest programs in your area could make a big difference in which solution is right for you.

As you consider the LED options in front of you, try to keep your head above water. While it can be overwhelming, the benefits of LED lighting, from efficiency to maintenance to visual appeal, are significant for your organization.



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20

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SO, WHAT SHOULD YOU BUY? RECOMMENDATIONS FOR EVERY SCENARIO

Upfront Cost-Sensitive

Consider the latest low-cost or value-line LEDs from the major manufacturers. These typically carry a rated life around 11,000 hours, so you will get similar life rating to a CFL with the energy savings of LED. Pricing on these LED products are fairly close to your current CFL costs.

Examples: LEDvance/Sylvania Contractor Series Lamps, Signify/Philips, MaxLite

Savings Hunter

Current prices on Energy Star rated screw-in LEDs are a great retrofit option. From general lighting to accent lighting, current LED retrofit lamps will last upwards of 25,000 hours, carry a three to fiveyear warranty, and provide exceptional energy savings.

Examples: Signify/Philips, LEDvance/Sylvania, MaxLite

Designer

The advancements in color quality and innovative features like lamps that get warmer as they dim are making high-end screw-in retrofit products a great option for galleries, high-end office, retail spaces, and restaurants. These products have become more competitive in price, so it could be the right time to try them out. LED fixtures may also be an option to consider if you are looking for the maximum visual impact from your lighting.

Examples: Soraa, Solais, Signify/Philips Warm Glow, LEDvance/Sylvania ULTRA PRO, Acuity







New Construction

The significant savings and ease of maintenance you gain from LED fixtures far outweighs the additional cost over purchasing standard light fixtures. In some cases, you can get the benefits of LED fixtures for the same price that you would pay for standard light fixtures.

Examples: ConTech, Intense, Amerlux, Juno, Signify/Philips, MaxLite, Solais, Axis Lighting, ALW, Acuity

Remodel

In most cases, you can get the benefits of LED fixtures for nearly the same price that you would pay for hard-to-find lens replacements plus screw-in LED retrofits or brand new standard light fixtures. There are also LED retrofit kits that could be worth considering since they typically update the look of the overall fixture while improving efficiency. The significant savings and ease of maintenance you gain from LED lighting is definitely worth considering.

Examples: LEDvance/Sylvania, Signify/Philips, MaxLite, RAB





LED BRAND RECOMMENDATIONS



We're proud to represent many lighting manufacturers. View our <u>full line</u> card or contact us if you are looking for a specific manufacturer.

HOW DO I GET REBATES?

Utility rebates and incentive programs are undoubtedly a key driver in the LED buying process. When they're available, they become yet another huge benefit of going LED with your lighting, saving you more money beyond the immense energy savings and long-life advantages.

But they can be both a blessing and a curse. While they may be the key to unlocking room in the budget to move forward with an upgrade project, they're notoriously difficult to find and beyond tedious to claim. But if you're willing to navigate the complexity, there are big-time rewards to be had.

In many regions, there are opportunities to upgrade to efficient and costsaving LED lighting at low or no cost to you. Many programs run out of funding or go to a waiting list as the year progresses, so it's important to work with a lighting specialist to know what rebate and incentive programs are available to you and what your odds of claiming them will be.

HOW DO LIGHTING REBATES AND INCENTIVES WORK?

Though the utility rebate world can be packed with nuance, there are at least a few parallels with the majority of today's lighting rebate and incentive programs.

Here's some of what you might see in most programs:

- → Lamps usually have to be Energy Star certified to qualify
- Fixtures usually have to be DLC Listed to qualify
- A utility company rebate program manager will probably be involved in some stage of your project, and inspection is usually required for performance-based programs
- Pre-approval is almost always required for participation in lighting rebate and incentive programs that are prescriptive or custom, and it typically takes four to six weeks to complete the pre-approval process

THE THREE TYPES OF LIGHTING REBATE PROGRAMS

There are three main types of lighting rebates offered by utility companies today. Understanding how the different programs are structured could help to narrow your search for a rebate that works for your purposes.

1. Point of sale/ instant lighting rebates

Point of sale, or POS, rebates are often set around specific product types. This kind of rebate is issued when the corresponding materials are purchased.

Example: Your local utility company offers a \$5 rebate incentive on an LED screwin A lamp that is regularly \$9. The lighting distributor that you're purchasing from will charge you a net-of-rebate price, which would be \$4 in this scenario.

2. Prescriptive lighting rebates

Prescriptive lighting rebate programs differ from point of sale rebates in that they are not designed to be claimed instantly. The incentives are paid out based on the parameters correlating to the item sold.

Example: Your local utility company offers a \$20 incentive per each DLC Listed fixture installed.

3. Custom lighting rebates

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Custom lighting rebate programs offer incentives for projects which do not meet the requirements of the existing instant or prescriptive rebate programs. These rebate programs may also offer more lucrative incentives on the same applications, but there are typically a lot of variables and complexities to sort through to get to those larger incentives.

Example: Your local utility company offers a \$0.20 incentive per kWh of annual energy consumption reduced.

Pre-approval and post-installation inspection requirements

Utility companies will generally ask for the following pieces of information about your project:

- → Utility bill to confirm the address and service account number
- Existing lighting including the specific areas and quantity as well as the lighting technology
- Hours of operation
- Square footage

The safest practice is to hold off on buying materials until your project is preapproved, which generally takes about a month after submitting your application. Some utility companies have a "reservation of funds" policy, which ensures there will be available funds to issue a rebate check if your application is approved. This holds your seat at the table, so to speak, and ensures that you won't lose out on the rebate incentive during the lag time throughout the process.

Then, after installation, your project may trigger an inspection from the utility company to ensure that the energy savings originally projected are being realized. Typically, rebate incentives that exceed \$5,000 will trigger post-installation inspection. Here's what the utility companies will look for in a post-installation inspection:

- Areas where the material is installed (There may be a form that lists areas of the project that needs to be filled out.)
- → Completion letter on you company letter head may be requested
- → Material invoice including cost, items, and part numbers
- Labor invoice including cost per item, or if it was a selfinstallation you'll need a statement outlining:
 - + Quantity of lamps
 - + Number of employees that performed installation
 - + Hourly labor rate
 - + Hours of installation per installer

Choosing a rebate program

What type of lighting rebate program should you be looking at?

Should you be focusing on instant/ POS rebates because of how turnkey they are? Should you be chasing a custom program to try to get the largest return possible? Or is a prescriptive rebate program best for you because they're less risky than custom programs but have a wider scope than instant rebates?

Different programs work better for different scenarios. That's why there are differences in the first place. But that doesn't take away from the fact that all of the variations can make the rebate world incredibly confusing.

Rebates are rarely a cake walk, but they're almost always worth checking out. Be sure to reach out to a lighting specialist for guidance on which program is right for you.

WHAT ABOUT WARRANTIES?

It's common for an LED manufacturer to offer warranties ranging three to ten years in length. But with lighting warranties - like any another other warranty - the details are critical. Does the warranty cover labor, parts, and freight? The standard labor warranty is only one year. What do you do if the warranty isn't long enough for your situation? What do you do if the warranty is prorated but you're looking for a full replacement?

Pro tip: Watch for manufacturers who offer warranties that are longer than the company's existence. That's a red flag, and another reason to partner with a trusted distributor who will be around through the life of the product warranty.

It is absolutely critical to outline your expectations from the beginning so you don't end up with failed products and no support a year after a major retrofit. So, what are the options? We've pulled together three main solutions that we recommend for our customers:

1. Stick with the manufacturer's LED warranty

Today, standard LED warranties range from three to five years. If you've selected a well-known manufacturer, you may find that their warranty terms meet your needs and time frame. It's worth noting here that purchasing your product through a reputable distributor instead of a contractor can help ensure that you've got the support you need in case any warranty issues arise, especially after the first year.

2. Extend your LED warranty beyond the manufacturer's offering

You may find yourself in a situation where the standard warranty lasts five years, but based on your lighting burn time and life ratings, you'd like to ensure that you're covered for a full 10 years. If you're looking for coverage beyond the standard manufacturer warranty, you can actually purchase the equivalent of an "extended warranty" for LED lighting projects.

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3. Add labor coverage to your LED warranty

Most manufacturer warranties cover defective parts but not the labor to replace the failed products. If you're in a situation where you pay for lighting maintenance or you want reimbursement for your staff's time if they have to replace prematurely burned-out products, you may want to consider adding a third party labor warranty to your project.

Making sure you have a warranty that'll cover you in the event that you need it is just another example of how we're looking to make lighting easier for our customers. If you're curious about how third-party warranties work and you're considering a retrofit project, don't hesitate to contact us.

Regardless of which option you choose, it's generally recommended to get a definition of what amounts to "catastrophic failure" on a large project and what the recourse will be. For example, you'll want to ask if more than X% fail in the first year, will you receive reimbursement for the costs of the entire project. These negotiations can be tricky, so find a distributor you can trust to help explain industry warranty practices and support you in the process.

10 YEARS

What problems could an extended warranty solve?

Problem: I'm worried about the LED manufacturer's solvency or ability to back their warranty.

- **Solution**: Extended warranty options can be completely redundant to the existing manufacturer warranty, and they pay out a reimbursement, not replacement product.
- Problem: The standard warranty terms don't work for me; I don't want a prorated reimbursement.
- **Solution**: Extended warranty options can be completely redundant to the existing manufacturer warranty, and they pay out a reimbursement, not replacement product.
- Problem: The standard warranty isn't long enough for me.
- Solution: Extended warranties can be used to extend the term of the warranty. The first five years may be with the manufacturer and the next five can be with third party warranty provider.
- **Problem:** I need labor coverage for my warranty, not just materials.
- **Solution**: Extended warranty options can be used to add labor reimbursement to any warranty terms.

WHERE DO I GO FROM HERE?

After reading through this guide, we hope you feel more confident in your decision to purchase LED lighting. Here are some suggested next steps in your buying process:



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