

Cree® FAQ's

10-Year Limited Warranty - LED Lighting Fixtures, BetaLED® Technology, Cree TrueWhite® Technology and Cree Essentia® LED Architectural Downlight

Q: Which products are covered? Are there exclusions?

A: Cree's warranty covers the broadest product range in the industry. Please visit www.cree.com/canada for detailed information.

Here is the list of exclusions:

1. All lamps (LRP-38™ LED Lamps, LBR-30™ LED Lamps, and Lamp accessories)
2. Entire series of CR downlights
3. LR24™ LED Troffers
4. Emergency backup batteries
5. BetaLED® Technology outdoor, CE compliant, Class II products
6. Third party integrated controls
7. Button and Twistlock photocells
8. Occupancy controls

Q: Is labor included in the warranty?

A: No, the warranty covers the repair or replacement of the product only.

Q: What is the "10% LED failure"?

A: The product will be considered defective if at least 10% of the LEDs fail to illuminate.

Q: Does the "10% LED failure" clause cover the driver?

A: Yes, if the driver fails and causes more than 10% of the LEDs to not operate properly, it would be considered defective and be covered.

Q: What is Class II and what products fall under this category?

A: Class II refers to international and/or European luminaires that employ a reinforced insulation system without a protective earth ground and are designated as a Class II Luminaire. This is an International and/or European code that is defined by IEC/EN60598.

Q: I heard XSP Series is Class 2 UL. Is it covered?

A: The XSP Series of luminaires are covered by the new 10 year warranty.

Q: I see CR Series LED Downlights are not covered. What downlights are covered?

A: All downlights, excluding the CR Series LED Downlights, are covered under the 10 year warranty. The warranty for the CR Series LED Downlights remains at 5 years.

Q: Is the CR150™ LED Downlight covered by the 10 year warranty?

A: All downlights, excluding the CR Series, are covered under the 10 year warranty.

Q: The warranty states 10 years, but some spec sheets give specific hours of life – what is the difference?

A: All of the Cree lighting specification sheets that require an update to the warranty messaging are being revised to state 10 years. This will take some time to complete due to the number of specification sheets existing. Our rated lifetimes are estimated according to industry standards to determine when the product will operate at 70% or greater of its initial lumen output (L70).

Q: Why did the EB14 and LES products change from a five year warranty to a one year warranty?

A: All accessories now fall under a common warranty which is: "period of ONE (1) YEAR from the date of original purchase." In some case, the warranty may be longer if the length of the warranty extended to Cree by a the third party manufacturer is longer than one year.

Q: Is the 10 year warranty retroactive?

A: No, this warranty is effective for purchases of product on or after the effective date listed in the revised warranty. Please visit www.cree.com/canada for detailed information.

If there are any further questions, please contact creelightingcanada@cree.com

Cree, Inc.

www.cree.com/canada

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