

Lightcloud Service & Warranty

10 Years

Lightcloud comes with an unprecedented 10 years of premium service & support. We stand by our products and system, so there are no hidden fees or levels of support. If there's a problem with our system, we'll fix it!

Service includes:



Concierge Service

- Unlimited tech/user support and commissioning
- Unlimited use of RAB Lighting design services
- Utility rebate assistance
- User Management



Energy Monitoring

- Measures, tracks and reports real & estimated power usage over time
- Identify and implement ways to curtail energy usage
- Demand response mode for additional savings



Maintenance

- 10-year full hardware warranty with 100% repair or replacement coverage for all properly installed devices*
- Seamless over-the-air upgrades
- Cloud updates for new features



Access & Security

- Gateway uses private, encrypted 3G connection (*included with Lightcloud Gateway*)
- Lightcloud devices communicate over secure, wireless mesh network
- No access to corporate network required
- Control your lights from your mobile device, tablet, computer, or dimmer switches

Service FAQ

Are premium service levels available?

We believe all of our customers deserve great service, so we include all of our premium services with the system.

Can the service be extended?

Yes, service can be extended in unlimited, 5-year increments. Extended Service (part number: LC5YE) is purchased through distribution on a per-Gateway basis at any time—with the initial purchase of the system, anytime during the first ten years, or after service has expired. Service extensions do not extend the hardware warranty. Contact your rep for pricing.

Warranty and Disclaimer*

(a) During the initial term of your LIGHTCLOUD remote services subscription, we warrant to you that the unmodified LIGHTCLOUD system, properly installed and used in compliance with the Lightcloud Master Services Agreement (the "Agreement") and all LIGHTCLOUD documentation, will materially conform to the LIGHTCLOUD End User Manual and will not introduce any malicious code into your systems. The LIGHTCLOUD documentation includes the document that we designate as the LIGHTCLOUD End User Manual and all other materials provided by us that describe the installation or use of the LIGHTCLOUD system.

(b) Our sole and exclusive obligation and your sole and exclusive remedy for any breach of warranty is to, at our option, either replace, repair or correct the non-conformity within a reasonable time, or terminate the Agreement and refund to you the fees actually received by us less a reasonable amount for your use. All warranty claims are subject to the time and other limitations described on the LIGHTCLOUD website. We may at our option require that you return the entire LIGHTCLOUD system (including all LIGHTCLOUD hardware) in order to receive a refund.

(c) Our warranty applies solely to (and we are only responsible for) the aspects of the LIGHTCLOUD system under our exclusive control. We make no warranties on (and assume no liability for) any hardware, software, services or other materials provided by our Business Partners (as defined in the Agreement) or any other party, but we will pass through to you any warranty from our Business Partners that we are permitted to pass through. You acknowledge that a governmental entity may intercept your data or require us to disclose your data. You acknowledge that the LIGHTCLOUD infrastructure includes systems controlled by third parties and neither we nor our Business Partners are responsible for the performance of such systems or any negative impact on you. You further acknowledge that the use of certain wireless services may be restricted or prohibited in or around particular environments, including, for example, airports, aircraft, hospitals and war zones. You agree to comply with all such restrictions.

(d) Except as expressly provided in the Agreement, or as expressly required by law without the possibility of contractual waiver, we and our Business Partners disclaim all representations and warranties, express and implied, including the warranties of merchantability, fitness for a particular purpose, non-infringement, title, data security and any warranties arising from a course of dealing, usage or trade practice. You acknowledge that internet accessibility carries with it the risk that your privacy, confidential information and property may be lost, destroyed or compromised. You acknowledge that neither we nor our business partners (nor any of our or their employees, agents, representatives, or providers), is an insurer of or against any potential or actual loss or damage to person or property that may occur in or at the premises where the LIGHTCLOUD system is installed or used, whether as a result of burglary, theft, fire, smoke, carbon monoxide poisoning, physical harm to any person, entry in or onto such premises, the conduct of any persons in or on such premises, or otherwise. You acknowledge that the payments you make in connection with the LIGHTCLOUD system are not related to the value of any such premises, your possessions, or the persons occupying or at any time present in or on the premises.

* The above warranty is available only to customers that electronically execute the Lightcloud Master Services Agreement.