



501 Locust Ave, Floor 1, Suite 2
Charlottesville, VA 22902

LIMITED WARRANTY FOR LUMIN SMART PANEL

This Limited Warranty gives you specific legal rights and you may also have other rights, which vary from state to state. We warrant that during the warranty period, the product will be free from defects in materials and workmanship. We limit the duration and remedies of all implied warranties, including without limitation the warranties of merchantability and fitness for a particular purpose to the duration of this express limited warranty. Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you. Our responsibility for defective goods is limited to repair, replacement, or refund as described below in this warranty statement.

Who May Use This Warranty? Coulomb Inc. (d/b/a Lumin), a Delaware corporation located at address 501 Locust Ave, Floor 1, Suite 2, Charlottesville, VA 22902 (“we”) extends this limited warranty only to the consumer who originally activated the product and connected it to a Lumin Account (through <https://www.luminsmart.com/>) and to any subsequent owner or other transferee of the product (“you”).

What Does This Warranty Cover? This limited warranty covers defects in materials and workmanship of the Lumin Smart Panel (the “product”) for the Warranty Period as defined below.

What Does This Warranty Not Cover? This limited warranty does not cover any damage due to: (a) transportation; (b) storage; (c) improper installation; (d) improper use; (e) failure to follow the product instructions; (f) failure to adhere to the product’s technical specifications, including the product’s environmental and electrical ratings; (g) modifications; (h) unauthorized opening of the product’s cover; (i) tampering with the product’s internal components; (j) unauthorized repair; (k) normal wear and tear; or (l) external causes such as accidents, abuse, flooding, lightning strikes, storms, or other actions or events beyond our reasonable control. This limited warranty also does not apply to the software, mobile applications, technology and services provided by Lumin which enable you to remotely access and view data that is collected, stored and transmitted by the product concerning electricity consumption and/or to remotely control electrical circuits which the product is connected to (the “Lumin Service”). Use of the Lumin Service is subject to and governed by the terms of the Lumin Service User Agreement, a copy of which can be accessed at <https://www.luminsmart.com/consent-documentation/>. Any warranties provided by Lumin with respect to the Lumin Service are only those warranties expressly set forth in the Lumin Service User Agreement.

What Is the Period Of Coverage? The “Warranty Period” for this limited warranty starts on the date the product is first activated and connected to a Lumin Account through <https://www.luminsmart.com/> and lasts (a) for two years for the product’s sensor boards and the processor board, including the individual components that makeup the sensor boards and processor board, and (b) for ten years for all other components of the product. The Warranty Period is not extended if we repair or replace the product. We may change the availability of this limited warranty at our discretion, but any changes will not be retroactive.

What Are Your Remedies Under This Warranty? With respect to any defective product during the applicable Warranty Period, we will, in our sole discretion, either: (a) repair or replace such product (or the defective part) free of charge or (b) refund the purchase price of such product. We will also pay for shipping and handling fees to return the repaired or replacement product to you if we elect to repair or replace the defective product.

How Do You Obtain Warranty Service? To obtain warranty service, you must call 1-888-421-0616 or e-mail support@luminsmart.com during the Warranty Period to obtain a Defective Merchandise Authorization (“DMA”) number. No warranty service will be provided without a DMA number.

Limitation of Liability. The remedies described above are your sole and exclusive remedies and our entire liability for any breach of this limited warranty. Our liability shall under no circumstances exceed the actual amount paid by you for the defective product, nor shall we under any circumstances be liable for any consequential, incidental, special or punitive damages or losses, whether direct or indirect. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.