



Limited Warranty Statement

Products Covered and Duration of Warranty

This Limited Warranty of GSS USA, Inc. (“GSS”) applies to all products supplied by GSS. The term “product” means GSS product features, conversions, upgrades, elements, or accessories, or any combination of them. The product purchased shall be free from defects in material and workmanship from the date of shipment by GSS for the length of time, by product category shown in Table A. Unless otherwise specified in the aforementioned tables, all parts carry a warranty period of 18 months.

Production

Each product is manufactured from new parts and GSS has control over their Contract Manufacturers (CMs) as an ISO 9001:2015 certified company. Continual improvement processes are in place with GSS and all CMs to ensure product quality.

Terms of the Warranty

GSS warrants that the product you have purchased from GSS or a GSS authorized reseller is free from defects in materials and workmanship under normal use during the warranty period. The warranty period begins on the day of installation, with proper maintenance records, or from the shipment date to the customer from an authorized reseller to the end-user, whichever occurs later. The warranty extends only to the original purchaser. It is not transferable to anyone who subsequently purchases the product from an authorized GSS reseller.

During the warranty period, GSS will replace defective parts with new parts or provide a credit memo to the reseller in order to streamline the end-user customer service experience.

This Limited Warranty extends only to products purchased from GSS or a GSS authorized reseller. This Limited Warranty does not extend to any product that has been damaged or rendered defective (a) as a result of accident, vandalism, misuse or abuse; (b) as a result of an act of God; (c) by operation outside the commercial vehicle (CV) industry usage parameters; (d) by modification of the product; (e) as a result of war or terrorist attack.

EXCEPT AS EXPRESSLY SET FORTH IN THIS WARRANTY, GSS MAKES NO OTHER WARRANTIES EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OR MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. GSS EXPRESSLY DISCLAIMS ALL WARRANTIES NOT STATED IN THIS LIMITED WARRANTY. ANY IMPLIED WARRANTIES THAT MAY BE IMPOSED BY LAW ARE LIMITED TO THE TERMS OF THIS EXPRESS LIMITED WARRANTY.



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Limitations of Remedy

GSS is not liable for any damages caused by the product or by the failure of the product to perform, including any lost profits, lost savings, incidental damages, or consequential damages. GSS is not liable for any claim made by a third party or made by you for a third party.

This limitation applies whether damages are sought, or a claim made, under this warranty or as a tort claim (including negligence and strict product liability), a contract claim, or any other claim. This limitation cannot be waived or amended by any person. This limitation of liability will be effective even if GSS or an authorized GSS representative has been advised by you of the possibility of any such damages. This limitation of liability, however, will not apply to claims for personal injury.

USA State Laws

Some states do not allow limitations on how long an implied warranty lasts. In such states, the limitations or exclusions of this Limited Warranty may not apply to you.

This Limited Warranty gives you specific legal rights. You may also have other rights that may vary from state to state. You are advised to consult applicable state laws for a full determination of your rights.

How do I obtain Warranty Service?

For a defect during the warranty period, you must obtain a Return Material Authorization (RMA) number from GSS before you can return the product. Contact GSS to obtain an RMA number and provide proof of the damaged product by photography and/ or video. Return of the product may, or may not be required and will be determined by a GSS representative. In the event that a GSS representative requires that the product be returned, a prepaid label will be provided. A reference of your RMA number must appear on the outside of the shipping container. GSS is not responsible for any loss or damages incurred in shipping. A GSS Failure Analysis/Test Engineer or a GSS authorized representative must validate all warranty claims.

What is not covered by this warranty?

- Product purchased from anyone other than GSS or a GSS authorized reseller.
- Product purchased outside the United States.
- Routine cleaning or normal cosmetic and mechanical wear.
- Damage from misuse, abuse or neglect.
- Damage from use outside the product's usage or storage parameters.
- Damage from modification or incorporation into other products.
- Damage from repair or replacement of warranted parts by a service provider that did not follow proper installation instructions.
- Damage from failure to perform preventative maintenance as imposed by the application environment (such as recurrent cleaning in dusty surroundings, proper lubrication, the usage of dielectric grease, etc.).



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TABLE A – PARTS & SERVICE

Category	Description	Warranty Period
LED Bulbs	Retrofit bulbs that convert filament style bulbs to LED	18-Months
LED Lighting Products	Sealed LED Lights	3-Years
Electromechanical Products	Fans, blower motors, stop arm motors, solenoids	3-Years
Accessories	Door and window products, other stop arm components, seat tape, route signs	12-Months