



IKIO AssuraPlus

20-Year Performance Assurance & Support Program

Maximum confidence. Long-term assurance.

IKIO ("IKIO USA" or "IKIO LED Lighting, LLC") agrees to provide the product assurance, monitoring support, replacement support, and limited service obligations necessary to maintain the Covered System substantially consistent with the original project design criteria during normal operating conditions and intended usage for a period of twenty (20) years from the Date of Commissioning, or until the Maximum Operating Hours of Coverage identified within this Program have accumulated, whichever occurs first.

This Program constitutes a limited express warranty and lifecycle support obligation subject to the terms, conditions, exclusions, and operational limitations contained within this document and the applicable Project Performance Summary.

During the applicable Program Term, IKIO shall use commercially reasonable efforts to provide monitoring support, diagnostics, repair coordination, and replacement support for Covered Components materially affecting intended system operation in accordance with the applicable Program requirements.

Except where expressly stated otherwise in the applicable Project Performance Summary or separate written agreement, onsite labor associated with repair, replacement, maintenance, or field service activities is limited to one (1) year from the Date of Commissioning.

Please retain this document as part of the official IKIO AssuraPlus Program documentation throughout the applicable Program Term.



IKIO AssuraPlus

20-Year Performance Assurance & Support Program

Project Name:

Project Number:

Customer / Owner:

Project Location:

Date of
Commissioning:

Program Expiration:

Product (s) Covered:

System Type:

Monitoring / Controls Platform:

Total Average Operating Load (kW):

Total Maximum Operating Load (kW):

Estimated Annual Operating Hours:

Maximum Operating Hours of Coverage:

The Covered System identified herein has been designed, engineered, and commissioned substantially consistent with the project specific operating criteria, environmental assumptions, structural requirements, and performance characteristics applicable to the project.

Coverage applies solely to Covered Components identified herein and remains subject to Program terms, conditions, exclusions, and operational limitations.

System Zone / Component	Quantity	Specification	Performance Target Light Level	Uniformity Max/Min	Included Maintenance	Estimated Usage Hours (Annual / 20-Year Estimated)	Maximum Hours of Coverage

Subject to Maximum Operating Hours of Coverage and all applicable Program terms, conditions, exclusions, and operational limitations.



Terms and Conditions

(Part of the IKIO AssuraPlus 20-Year Product Performance Assurance & Support Program)

1. Definitions

"IKIO," "we," "us," and "our" mean IKIO USA and its affiliates, authorized representatives, contractors, and permitted assigns. "Customer," "you," and "your" mean the purchaser or lawful owner of the Covered System. "Covered System" and "Covered Components" mean only those products and components expressly identified within the applicable Project Performance Summary. "Program Term" means the applicable coverage duration identified within the Project Performance Summary, subject to all applicable usage limitations, exclusions, and Maximum Operating Hours of Coverage.

2. Scope of Program

This Program constitutes a limited express warranty and lifecycle support obligation pursuant to which IKIO agrees to provide monitoring support, diagnostics, repair coordination, replacement support, and related services necessary to maintain the Covered System substantially consistent with the original project design criteria during normal operating conditions and intended usage.

Except where expressly stated otherwise in the applicable Project Performance Summary or separate written agreement, onsite labor associated with repair, replacement, maintenance, diagnostics, or field service activities shall be limited to one (1) year from the Date of Commissioning. Following expiration of the applicable labor coverage period, Customer shall remain responsible for labor, mobilization, travel expenses, lifting equipment, access equipment, and related field service costs unless otherwise agreed in writing by IKIO.

Repair or replacement activities may be performed using new, refurbished, remanufactured, successor-generation, or functionally equivalent components of like kind and quality. IKIO shall retain sole discretion in determining the appropriate corrective measures under this Program.

3. Monitoring and Operational Conditions

Where applicable, IKIO may utilize monitoring systems, controls infrastructure, communications systems, software systems, or connected operational platforms to monitor operating conditions, usage accumulation, diagnostics, outages, alarms, and related operational characteristics for purposes of evaluating system functionality and coordinating service activities.

Monitoring systems are intended solely as operational support tools and do not constitute guarantees of uninterrupted operation, connectivity, communications, monitoring visibility, or real-time diagnostics.

4. Customer Responsibilities

The Customer shall maintain all operating, environmental, utility, communications, and site conditions necessary for proper operation of the Covered System consistent with the original project design criteria and intended operating conditions.

The Customer shall provide safe and reasonable access for inspection, diagnostics, maintenance, repair, replacement, and related service activities and shall promptly notify IKIO of observed failures, outages, alarms, degradation conditions, or operational abnormalities affecting the Covered System.

Unauthorized repairs, modifications, misuse, abuse, relocation, tampering, or third-party interference may void or limit coverage obligations to the extent such actions contribute to the applicable condition.

5. Exclusions from Coverage

This Program does not apply to failures, interruptions, degradation, or damage arising from misuse, negligence, unauthorized modifications or repairs, vandalism, theft, environmental contamination, corrosion, water intrusion, pest or animal damage, improper maintenance by others, utility abnormalities, communications failures, cybersecurity events, or operation inconsistent with intended usage conditions.

This Program further excludes damage or conditions arising from acts of God, severe weather events, flooding, earthquakes, lightning, fire, governmental actions, civil disturbances, utility interruptions, supply chain disruptions, or failures of third-party systems or infrastructure.

Only Covered Components expressly identified within the applicable Project Performance Summary are eligible for coverage under this Program.

6. Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IKIO'S TOTAL LIABILITY ARISING OUT OF OR RELATED TO THIS PROGRAM SHALL BE LIMITED EXCLUSIVELY TO THE REPAIR, REPLACEMENT, OR SERVICE OF COVERED COMPONENTS AS EXPRESSLY PROVIDED HEREIN.

IN NO EVENT SHALL IKIO BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, PUNITIVE, OR CONSEQUENTIAL DAMAGES, INCLUDING LOSS OF USE, LOSS OF REVENUE, LOSS OF PROFITS, BUSINESS INTERRUPTION, OPERATIONAL DOWNTIME, OR THIRD-PARTY CLAIMS.

THIS PROGRAM CONSTITUTES THE SOLE AND EXCLUSIVE EXPRESS WARRANTY AND REMEDY AVAILABLE WITH RESPECT TO THE COVERED SYSTEM.

7. General Terms

Coverage under this Program shall remain effective until expiration of the applicable Program Term or accumulation of the Maximum Operating Hours of Coverage, whichever occurs first.

This Program may be transferred to a subsequent owner of the Covered System upon written notice to IKIO and continued compliance with Program requirements.

IKIO shall not be liable for delays or failure in performance resulting from causes beyond its reasonable control, including acts of God, severe weather events, labor disputes, governmental actions, transportation disruptions, utility failures, material shortages, supply chain interruptions, or failures of third-party infrastructure.

This document, together with the applicable Project Performance Summary and any written agreement expressly incorporating this Program, constitutes the complete and exclusive agreement between the parties concerning the subject matter herein and supersedes all prior communications or representations relating thereto.

If any provision of this Program is determined unenforceable, the remaining provisions shall remain in full force and effect.

8. Acceptance

By execution of the applicable agreement or acceptance documentation, the Customer acknowledges and agrees to the terms, conditions, exclusions, limitations, and obligations contained within this Program.

Authorized Representative – IKIO

Name	
Title	
Signature	
Date	

Accepted By Customer

Name	
Title	
Signature	
Date	