Your Power
Our Priority

One-Year Parts & Labor Warranty

Limited warranty | All property types

Effective for new projects:

Installation start date

One-year coverage starts as explained in Section 2.

CSLB License #979551 | www.haloec.com

Halo Electric Company Inc.
1123 W Alvarez Ave, Orange, CA 92868
Office: 714-831-1008
admin@haloec.com

1. Our one-year commitment

Halo Electric Company Inc. ("Halo") provides a one-year parts and labor warranty covering defects in Halo's installation workmanship and defects in parts and materials that Halo furnishes and installs. This policy applies to work at all property types, including commercial, industrial, multifamily, and other residential properties.

For a covered claim, Halo will repair the defective installation or repair or replace the defective component. Covered service includes necessary diagnosis, removal, replacement parts, installation labor, testing, and shipping. Lift rentals and special equipment are excluded as explained in Section 4.

This is a limited warranty, subject to the terms below. It covers Halo's agreed scope of work, not every system or component at the property.

2. When the one-year period begins

The warranty begins when the entire contracted project is completed, as documented in Halo's project completion records. If a separate document establishes the installation date of specific work or equipment, that documented installation date will govern the warranty for that identified work or equipment.

An earlier installation date for part of a project does not start a separate warranty period unless supported by that separate document. The warranty expires one year after the applicable start date. A signed project agreement requiring a different commencement date or longer coverage will be honored.

3. Covered workmanship and supplied components

Coverage includes defective installation of wiring, connections, terminations, conduit, boxes, supports, grounding, bonding, panels, breakers, disconnects, lighting, devices, controls, and other electrical work within Halo's contracted scope.

Parts coverage applies to components Halo supplies and installs that fail because of a covered defect under their intended operating conditions. A manufacturer's shorter warranty or denial of its own claim does not by itself eliminate Halo's first-year obligations under this policy.

Halo will use replacement components suitable for the intended application. Elective upgrades, added capacity, and unrelated improvements are not warranty repairs.

4. Lift rentals and special equipment

Lift rentals and special equipment needed to access or perform a repair are not included, even when the underlying parts and labor repair is covered. These costs are the customer's responsibility and will be billed separately. This exclusion does not apply to ordinary tools used by Halo's technicians.

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5. Customer-supplied materials and equipment

Halo warrants its installation workmanship for one year when materials or equipment are supplied by the customer or another party. Halo does not warrant the supplied product itself.

If inspection or testing establishes that customer-supplied material or equipment is at fault, neither that material or equipment nor the labor required to diagnose, remove, replace, or reinstall it is covered by Halo's warranty. Those services and any replacement materials supplied by Halo are billable.

This exclusion does not excuse defective workmanship by Halo or damage caused by Halo's defective installation. Halo will distinguish an installation defect from a product defect when determining coverage.

6. Manufacturer warranties after the first year

Some products have manufacturer warranties that continue beyond Halo's one-year warranty. Such coverage is determined by the manufacturer's own written terms, eligibility rules, exclusions, and claim procedures. Continued coverage is not guaranteed.

After Halo's one-year warranty expires, the customer is responsible for contacting the manufacturer or its designated warranty administrator directly. Any remaining product warranty does not automatically extend Halo's labor, diagnosis, removal, reinstallation, or shipping coverage.

If the customer requests Halo's assistance after the first year, those services are billable unless covered by a separate written agreement or otherwise required by law. During the first year, customers should contact Halo for claims covered by this policy.

7. Registration and warranty documentation

The customer is responsible for completing any manufacturer-required product registration, meeting registration deadlines, and retaining proof of purchase, model numbers, serial numbers, and maintenance records.

Halo will provide available applicable manufacturer warranty documents with the project closeout records and transfer applicable warranties where transferable. The customer must comply with the manufacturer's conditions for continued manufacturer coverage.

Failure to register a product does not, by itself, cancel Halo's separate first-year coverage under this policy.

8. Existing systems and equipment

Existing wiring, equipment, and systems that Halo did not furnish or install are not covered merely because Halo inspects, connects to, troubleshoots, or works near them. Specific repair or installation work Halo performs remains covered within its agreed scope.

This warranty does not promise that an existing system has sufficient capacity for future equipment, tenant changes, or uses outside the contracted design and scope.

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9. How to request warranty service

Contact Halo's office at **714-831-1008** or email **admin@haloec.com**. Written requests are preferred so Halo can document and track the issue.

Provide the customer name, property address and affected unit or area, project or invoice reference, installation or completion date if known, a description of the problem, and when it began. Include photos, model or serial numbers, and relevant details about recent changes or power events when available.

Report suspected covered defects promptly during the one-year warranty period. Halo will review the information, inspect as needed, and determine whether the cause falls within this policy. Missing paperwork does not automatically disqualify a claim that Halo can verify from its records.

A covered issue reported during the warranty period will not be denied solely because Halo completes the inspection or repair after the expiration date. This procedure does not shorten any rights available under applicable law.

10. Service hours, scheduling, and access

Warranty service is performed **Monday through Friday, 7:00 a.m. to 4:00 p.m. Pacific Time**. After-hours service is not included in this warranty. Any separately arranged after-hours service is subject to availability and applicable charges.

Halo will respond within a commercially reasonable timeframe and coordinate scheduling based on the nature of the issue, safe access, required shutdowns, and component availability. This policy does not promise a fixed response time or continuous emergency availability.

The customer must provide reasonable, safe access and coordinate any necessary tenant notices, building access, facility personnel, or electrical shutdowns. The customer must disclose known hazards and site safety requirements.

11. Noncovered service and charges

If inspection establishes that the issue is not covered, diagnosis, troubleshooting, labor, materials, shipping, and other applicable service expenses will be billed at Halo's applicable rates under the governing service or project agreement. A request labeled as a warranty claim does not make noncovered work free of charge.

Lift rentals and special equipment remain separately billable as stated in Section 4. Any estimate, authorization, or change-order requirements imposed by the applicable contract or law remain in effect.

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12. Emergencies and repairs by others

For smoke, fire, active arcing, shock, or other immediate danger, keep people away and contact emergency services or the utility as appropriate. Do not open energized equipment or attempt unsafe repairs. Notify Halo as soon as reasonably possible.

When safe and practical, allow Halo an opportunity to inspect before permanent repairs by others. Necessary emergency protective measures are not prohibited. Retain photos, invoices, and replaced components when safe. Third-party charges are not automatically reimbursable; responsibility depends on the cause, coverage, project agreement, and applicable law.

13. Exclusions based on the cause of the failure

This warranty excludes failures or damage to the extent caused by misuse, abuse, neglect, vandalism, impact, overloading, operation outside rated conditions, inadequate maintenance, or failure to follow applicable operating instructions.

It also excludes failures caused by third-party alterations or repairs; external water intrusion, flooding, fire, lightning, earthquakes, pests, or corrosive conditions; utility interruptions or abnormal incoming power; and defects in existing or customer-supplied systems outside Halo's responsibility.

Normal wear, ordinary depletion of consumables such as lamps or batteries, and cosmetic aging are excluded when not caused by a covered defect. Routine maintenance, cleaning, elective inspections, and unrelated troubleshooting are not included.

Exclusions apply to the cause and affected work. Work by others does not automatically cancel all coverage. These exclusions do not excuse a defect attributable to Halo's work, including installation of equipment unsuitable for the conditions specified in the project.

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14. Warranty repairs and ownership transfers

A warranty repair or replacement does not restart the one-year period. Coverage continues only through the original expiration date applicable to that installation, subject to any extension required by law or separately agreed in writing.

If the property is sold, remaining Halo warranty coverage transfers to the new owner for the covered installation at its original location. The original expiration date remains unchanged. Manufacturer warranty transfer rights are governed by the manufacturer's terms.

15. Extended coverage and maintenance options

Extended warranty and maintenance options may be discussed with Halo on or before the original warranty expires. Discussion or a request alone does not extend coverage. Any extension or maintenance program must be established in a separate written agreement stating the scope, duration, price, and applicable terms.

16. Policy applicability and project agreements

This policy applies to new projects from the project installation start date shown in Halo's project records. That effective date identifies when this policy applies to the project; the separate one-year warranty period begins as described in Section 2.

Previously contracted projects retain their existing warranty terms unless changed by written agreement. A later policy or website revision does not retroactively reduce existing coverage. Signed project requirements providing different commencement dates or longer or broader coverage will be honored.

17. Rights preserved

Nothing in this policy excludes or limits rights, remedies, implied warranties, or obligations that cannot lawfully be excluded or limited. Expiration of this express warranty does not, by itself, end all other contractual or legal responsibilities. This policy does not replace required contract notices or disclosures.

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