



Facilities Manager's Guide to Maintaining Avi-on Lighting Controls

Set it and forget it. Or, use web tools to adjust lighting experience and energy use, and to troubleshoot fixture and power issues

Avi-on 5-Year Limited Product Warranty

- Search “Avi-on Warranty Policy” or [CLICK THIS LINK](#)

Need Maintenance?

• Free Maintenance Options

- Use AI or browser: Speak or type detailed questions into your favorite AI and have it read Avi-on's documentation for you
- Use the [Avi-on Mobile App User Guide](#) to update settings (NOTE: there is no undo button, mistakes may require paid assistance to correct)
- Connect Bridge via ethernet for free, or purchase a paid *Add-on Cellular Plan**
- Direct purchase on parts

• Paid Preventative Maintenance Options*: Identify miswiring as well as troubleshoot failing fixtures, drivers, electrical equipment

- [Avi-on Floorplan View Web Tool](#): Live status & small adjustments
- *Avi-on Network Health Check*: 7-day power and sensor history on a group and device level
- *Cloud Services*: Energy data, BMS/EMS or OpenADR, lockdown
- *Full Service Enterprise/Gold Maintenance Plan*

• Paid Maintenance Consulting Options**: Click on [Avi-on.com/Maintenance](#)

- *Prepaid punchcards*** (\$185 per hour during business hours. Punchcards: \$740 for 4 hours, \$1200 for 8 hours)
- *Fixed Scope of Work* for large scale re-commissioning, expansions, updates, and other requests
- Paid Site Visits (\$2433 per day during business hours, 2-day minimum, after hours and weekends at a premium)

* For lowest cost maintenance & maintenance tools, include an Avi-on Bridge connected via free ethernet or paid cellular

** Schedule punchcard consulting & buy parts at [Avi-on.com/maintenance](#)



Avi-on 5-Year Limited Product Warranty

Go to [Avi-on.com/RMA](https://avi-on.com/RMA) to request replacement hardware; hardware must be returned for warranty credit

1. **Warranty.** Avi-on warrants to Purchaser that all hardware products produced and sold by Avi-on, (each "Hardware") provided to Purchaser by Avi-on shall be free from defect and will conform, in all material respects, to the documentation of such Hardware for a period of five (5) years commencing upon the date of delivery of the Hardware to the End User.
2. **Resolution and Definitions.** The foregoing warranty applies only to the original End User of the Hardware and is void if a failure of the Hardware has resulted from any accident, abuse or misuse, or any unauthorized use or tampering of the Hardware. If the Hardware does not meet the applicable warranty set within the applicable warranty period, Avi-on will use commercially reasonable efforts to adjust, repair or replace the Hardware. In the event that Avi-on cannot, using commercially reasonable efforts, adjust, repair or replace the Hardware, Avi-on will, upon Manufacturer's return of the Hardware to Avi-on (at Avi-on's expense) issue a refund of the actual price paid by Manufacturer for such Hardware.
3. **ULTRAVIOLET LIGHTING DISCLAIMER.** THIS DISCLAIMER APPLIES TO USE OF ANY SELLER CONTROLS AND HARDWARE FOR ULTRAVIOLET DISINFECTION APPLICATIONS AND IS IN ADDITION TO ANY OTHER WARRANTY DISCLAIMER THAT APPLIES TO SELLER'S PRODUCTS. SELLER'S CONTROL SYSTEM PROVIDES CONTROL COMMANDS, SAFETY INTERLOCK, AND ON/OFF BEHAVIOR THAT VARIES WITH EACH PRODUCT AND THE SPECIFIC CONFIGURATION OF EACH SYSTEM BY BUYER. SELLER MAKES NO CLAIM, REPRESENTATION, WARRANTY, OR GUARANTEE REGARDING THE SUITABILITY FOR ANY PURPOSE OR THE PERFORMANCE OF SUCH CONTROLS OR HARDWARE WITH RESPECT TO HUMAN PHOTOBIOMETRIC EXPOSURE LIMITS WHEN USED WITH ANY PARTICULAR FIXTURE, SYSTEM, OR APPLICATION. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, SELLER WILL NOT BE RESPONSIBLE OR LIABLE TO BUYER OR ANY THIRD PARTY FOR ANY DAMAGES, LOSSES, EXPENSES, OR OTHER LIABILITY RELATING TO HUMAN PHOTOBIOMETRIC EXPOSURE.
4. **Exclusions.** EXCEPT FOR AVI-ON'S LIMITED WARRANTIES SET FORTH ABOVE, THE FIRMWARE AND SOFTWARE ARE PROVIDED "AS IS" AND "WITH ALL FAULTS". AVI-ON DOES NOT REPRESENT OR WARRANT THAT IT WILL MEET MANUFACTURER'S OR ANY THIRD PARTY'S REQUIREMENTS OR WILL BE UNINTERRUPTED, TIMELY, SECURE OR ERROR FREE. TO THE MAXIMUM EXTENT PERMITTED BY LAW, AVI-ON DISCLAIMS ANY AND ALL WARRANTIES OR CONDITIONS OF ANY KIND, WHETHER EXPRESS, IMPLIED OR STATUTORY, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

As of 22 July 2026. Search online for "Avi-on Warranty Policy" for latest version. All devices must be returned to Avi-on for warranty credit.



Avi-on Facility Insights Suite

Maintenance tools for facilities managers

Free Tools for Facilities Managers

Available 24/7

- **Online:** Use AI or browser: Speak or type detailed questions into your favorite AI and have it read Avi-on's documentation for you
- **Mobile App:** Use the *Avi-on Mobile Commissioning App* and [Avi-on Mobile App User Guide](#) to update settings (NOTE: there is no undo button, correcting mistakes may require paid consulting assistance)
- **Remote Access:** Connect *Avi-on Bridge* via ethernet for free, or purchase a paid Add-on Cellular Plan*
- **Direct Purchase on Parts & Consulting**

Paid Web Tools for Facilities Managers

Data-driven daily maintenance indicating power & programming status

- **Live:** [Floorplan View](#) Status/Adjustments
- **7-Day Power & Sensor History:** Network Health Check (beta)
- **Cloud Services:** Energy data, BMS/EMS or OpenADR, lockdown

Paid Maintenance Consulting

Each of these options include one Health Check Report

Explanations of the report and/or troubleshooting requires paid consulting

- **Punchcard Consulting:** 4-Hour or Discounted 8-Hour
- Fixed Scope of Work (SOW): re-commissioning, etc.
- Site Visits: 2-day minimum
- Full-Service Enterprise/Gold Maintenance Plan

Avi-on Power, Fixture, & Lighting Controls Maintenance Options

24/7 Free Online Resources

Direct purchase parts & consulting*

*Requires
connected*

**Avi-on
Bridge**
with
Free
Ethernet

-or-
Paid
LTE Cellular

LIVE Floorplan View

7-Day Power & Sensor Health Check History

Cloud Services

Energy, BMS/EMS, OpenADR, Lockdown

**Maintenance Consulting
& Electrical Troubleshooting***

**Full-Service Maintenance
Enterprise/Gold Plans***

* Schedule consulting & buy parts at [Avi-on.com/maintenance](https://avi-on.com/maintenance)

Avi-on Return & Exchange Policy

As of July 22, 2026: search online for “Avi-on Return Policy” to see current policy

- Avi-on provides returns/exchanges for proven product failures and unused product no longer needed according to the following terms
- To receive credit, all product must be returned to Avi-on for engineering testing
- After 180 days from shipment, all returns will be handled exclusively through the Avi-on warranty process
- Got to [Avi-on.com/RMA](https://avi-on.com/RMA) to request replacement hardware

Unused Product In Unopened Boxes	Unused Product In Opened Boxes	Products Damaged By Installation And/Or Used Products
• 100% credit if returned within 90 days of shipment • 90% credit if returned within 180 days of shipment • No returns after 180 days of shipment	• 75% credit if returned within 180 days of shipment • Must include original QR stickers on all products	• No credit
After 180 days from shipment All returns will be handled exclusively through the Avi-on warranty process		