



WARRANTY BULLETIN

TO: Pierce Dealers
DATE: 12/12/16
From: Pierce Customer Service
RE: Warranty Bulletin #19: LED Headlight Condensation

Pierce Customer Service has been notified by our LED headlight supplier, J.W. Speaker, that condensation in the headlight is a natural occurrence and is not covered under any type of warranty.

Per the supplier:

Condensation does not cause a problem with normal operation of the light and is, therefore, NOT considered to be a defect or warrantable condition.

Virtually all lights are prone to condensate due to the following events:

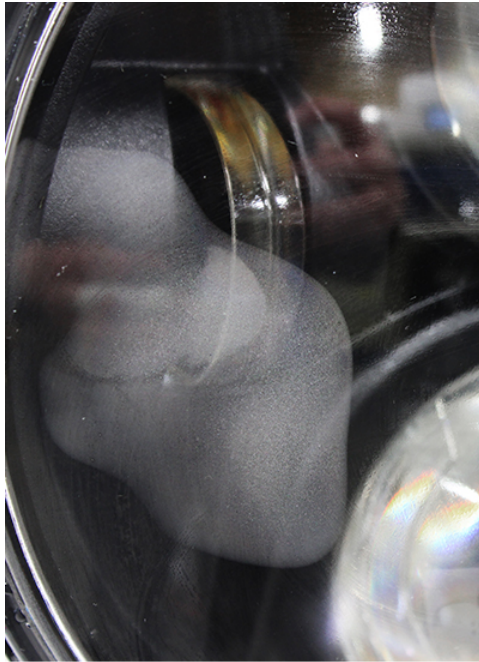
- Air is trapped inside a lamp when manufactured
- Plastic parts used in lights naturally absorb moisture in the air
- As the light heats up, these plastics parts release moisture that mixes with air
- Moisture attaches itself to the coolest part of the lamp, e.g. the lens
- Halogen lamps tend to run hot so the moisture evaporates more quickly
- LED lights produce less heat so moisture takes longer to evaporate, so it can be more noticeable

In fact, J.W. Speaker lamps are designed to allow moisture to escape and not reenter, but it takes time for the moisture to evaporate (the amount of time will depend upon whether or not the light is turned on or not).

Full warranty information can be found at <http://www.jwspeaker.com/warranty-exclusions>

The following page has examples of what is acceptable and what is water intrusion per the manufacturer.

Considered Acceptable per Manufactures Standards



Water Vapor



Small Water Droplets

Considered Water Intrusion per Manufacturers Standards



Pooled Water



Large Droplets & Pooled Water