

# LED LAMPS LIMITED WARRANTY

LEDVANCE LLC and LEDVANCE Ltd. / Ltée (LEDVANCE) is pleased to provide a limited warranty for the Lamp products listed below that are primarily used in **industrial or commercial** applications. (For the use in US and Canada)

LEDVANCE warrants each LED Lamp listed below ("Product") (1) to be free from defects in materials and workmanship, and (2) to operate from the date of installation or if installation date is not known, three (3) months from the date of manufacture.

The foregoing warranty is subject to these Terms and Conditions.

If Product fails to operate during the Warranty Period, LEDVANCE may, at its sole option, replace or repair the Product with the same or similar Product, at no charge to the Purchaser. If replacement product is not available, LEDVANCE will grant Purchaser a credit towards Product replacement, the remedy which will use the following calculation. For credit to be applied, purchaser must have purchased directly from LEDVANCE, otherwise replacement product will be provided as the sole remedy.

$$\frac{\text{Purchase Price (\$) (or Failed QTY) x Unexpired Warranty Period (months)}}{\text{Warranty Period (months)}}$$

LED Lamps and Retrofits Warranty Period	
Product	Warranty Period
SubstiTUBE® IS/IPS LED T8 Lamps	60 Months – (8,760 hours per year)
SubstiTUBE® Value LED T8 Lamps	36 Months – (8,760 hours per year)
SubstiTUBE® Value Gen9 LED T8 Lamps	60 Months – (8,760 hours per year)
SubstiTUBE® LED T5HO Lamps*	60 Months – (8,760 hours per year)
SubstiTUBE® DULUX® LED Pin Base Lamps	60 Months – (8,760 hours per year)
SubstiTUBE® LED T5HE Lamps	60 Months -- (8,760 hours per year)
SubstiTUBE® DULUX® L LED TT5 Lamps	60 Months -- (8,760 hours per year)
*Note when used with 54T5HO High Ambient ballasts warranty is 36 months with ballast case temperatures of 90 C	

LEDVANCE shall not be responsible for labor costs of Product removal or installation.

## TERMS AND CONDITIONS

This warranty only applies when Product is properly installed and used in accordance with LEDVANCE's published specifications and operating instructions. Product must be used in lighting equipment designed and approved for the application and in environmental conditions (temperature, humidity) within the normal specified operating range.

This warranty excludes failures resulting from acts of God, fire, vandalism, or civil disturbances. This warranty does not apply to any abnormal use of Product or use in violation of any applicable standard, code or instructions for use in installations, including those contained in the latest version of the National Electrical Code (NEC), the Standards for Safety of Underwriters Laboratory, Inc. (UL), the Standards for the American National Standards Institute (ANSI) or, in Canada, the Canadian Standards Association (CSA). This warranty will not apply in the event of conditions demonstrating abnormal use or stress, including under/over voltage/current conditions, excessive switching cycles or operating hours, or conditions outside the following recommended operating conditions:

Ambient operating temperature: -4°F to 113°F (-20°C to 45°C)

- Temperature at the control point (Tc) shall not exceed specified value in product information bulletin
- Operate at rated AC Voltage
- Operate with ballast listed on the compatibility list – [www.ledvanceUS.com/warranty](http://www.ledvanceUS.com/warranty)
- Lamps should be appropriately inserted and aligned in lamp holders as specified in the installation instructions

Any repair, alteration or modification of Product, including replacement of Product components with components of other manufacturers will void the warranty in its entirety.



Please call Customer Service at 1-800-654-0089 or contact your local LEDVANCE representative.  
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WARRANTY ACTIVATION PROCESS/CLAIMS PROCEDURE A warranty claim can be reported online at [www.ledvanceUS.com/warranty](http://www.ledvanceUS.com/warranty) or by contacting either LEDVANCE's National Customer Service & Sales Center at 1-800-654-0089 Fax: 866-632-9674 or the designated LEDVANCE sales representative.

If deemed necessary by LEDVANCE under the terms of this warranty, Purchaser will receive a Return Material Authorization ("RMA") number and shall promptly return the Product to the address provided on the RMA as directed by LEDVANCE at the Purchaser's expense. The RMA must be included on both the packing slip of the Product or Product component being returned and on the outside of the box. FAILURE TO FOLLOW THIS PROCEDURE SHALL VOID THE WARRANTY. IF REPLACEMENT PRODUCT IS PROVIDED UPFRONT FREE OF CHARGE AND THE ORIGINAL PRODUCT IS NOT RETURNED OR THE RETURNED PRODUCT IS NOT COVERED BY THE TERMS OF THE WARRANTY, THE CUSTOMER WILL BE CHARGED FOR THE REPLACEMENT PRODUCT AT THE THEN CURRENT PRICE PLUS SHIPPING COSTS.

If upon examination of the Product, LEDVANCE determines the root cause of failure to be due to a defect in materials or workmanship, LEDVANCE will provide the appropriate remedy as set forth above. LEDVANCE reserves the right to (i) examine all Product to determine the cause of failure and (ii) be the sole judge as to whether a Product is defective and covered under this warranty.

#### LIMITATION OF LIABILITY

THE FOREGOING SHALL CONSTITUTE THE EXCLUSIVE REMEDY OF PURCHASER AND THE SOLE LIABILITY OF LEDVANCE FOR THE PRODUCT. NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IS MADE OR IMPLIED. IN NO EVENT SHALL LEDVANCE BE LIABLE FOR ANY OTHER COSTS OR DAMAGES, INCLUDING LOST PROFITS OR REVENUES, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES. SOME STATES AND JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS AND EXCLUSIONS MAY NOT APPLY. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE OR JURISDICTION. IN NO EVENT SHALL LEDVANCE'S TOTAL LIABILITY FOR ANY REASON HEREUNDER EXCEED THE PRICE PAID BY PURCHASER FOR THE PRODUCT PURCHASED.



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