

LEDVANCE Ballasts
LIMITED WARRANTY

Subject to Change without notice



LEDVANCE LLC AND LEDVANCE Ltd. / Ltée (LEDVANCE) is pleased to provide a limited warranty for the LED lighting system products listed below that are used primarily in industrial or commercial applications

This is not a system warranty; it applies only to standalone products

LEDVANCE warrants each LEDVANCE ballast (when installed in a compatible and suitable LED system) (the "Product") to be free from defects in materials and workmanship, and to operate from the date of installation (or date of manufacture if installation date is not known or available or verifiable) for the time periods and subject to the Terms and Conditions specified below. LEDVANCE further warrants that, for one (1) year the functionality of the firmware embedded in the Product(s) ("Product Firmware") will conform in all material respects to the Product documentation available at the start of the warranty period.

If the Product fails operate during the applicable warranty period due to a defect, LEDVANCE will, at its option, replace or repair the Product. LEDVANCE reserves the right to utilize new, reconditioned, refurbished, repaired, or remanufactured Product(s) or parts in the warranty repair or replacement process. For purposes of clarity, this Limited Warranty does not include any removal, commissioning, programming, or reinstallation costs or expenses, including without limitation, any labor costs, equipment, or other expenses required to remove and/or reinstall original or replacement Product(s) and/or parts. This Limited Warranty extends only to the Product(s) as delivered to, and is for the sole and exclusive benefit of, the original end-user of the Product(s) at the original location. This Warranty may not be transferred or assigned by the original end-user. The repair or replacement of any Product(s) or component part within the Product(s) is the sole and exclusive remedy for failure of the Products to comply with the terms of this Limited Warranty and does not extend the Warranty Period. If product is not available LEDVANCE will grant Purchaser a credit to be used for replacement product on a pro-rated basis according to the following calculation for credit to be applied, purchaser must have purchased directly from LEDVANCE, otherwise replacement product will be provided as a remedy.

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

| Product Family | Warranty Period |
|---|---------------------|
| 347V T8, Instant Start, Normal Ballast Factor and Low Ballast Factor | 5 Years (60 Months) |
| 120-277V (UNV), Instant Start, Normal Ballast Factor and Low Ballast Factor | 5 Years |
| 120-277V (UNV), 59, Instant Start, Normal Ballast Factor | 5 Years |
| 120-277V (UNV), 96IS / 96HO / 40T12 | 5 Years |
| 120-277V (UNV), T5 / T5HO | 5 Years |
| 120-277V (UNV), CF | 5 Years |
| 120V, Instant Start, Normal Ballast Factor | 3 Years (36 Months) |
| 120V, Circ | 3 Years (36 Months) |

TERMS AND CONDITIONS

This warranty only applies when LEDVANCE's Products are properly wired and installed with suitable and compatible LED Modules within the electrical values recommended by LEDVANCE, used in lighting equipment designed and approved for the application and in environmental conditions (temperature, humidity) within the normal specified operating range of the Product.

This warranty does not apply to any abnormal use or use in violation of any applicable standard, code or instructions for use in installations including those contained in the latest National Electrical Code (NEC), the Standards for Safety of Underwriters Laboratory, Inc. (UL), Standards for the American National Standards Institute (ANSI) or the Canadian Standards Association (CSA). This warranty does not apply in the event of conditions demonstrating abnormal use or stress, including under/over voltage/current conditions, power surges or spikes, excessive switching cycles or operating hours, or outside the following recommended operating conditions:

- Warranty period is based on typical 8,760 hr./yr. operation on a continuous cycle of 24 hours
- Do not exceed the Tc point (or case temperature) specified in the product specifications for warranty as set forth above.
- Measures must be in place to prevent lightning strikes or transients at the input of the power supply if intended to operate above the rated transient protection of the power supply.

WARRANTY ACTIVATION / SERVICE CLAIMS

Warranty claims can be serviced by calling LEDVANCE's National Customer Service & Sales Center: 1-800-654-0089 Fax: 866-632-9674 Email: www.ledvanceUS.com/warranty If you are unsure whether a situation exists that is covered by this warranty, please contact LEDVANCE's National Customer Service & Sales Center for assistance.

RETURN OF DEFECTIVE PRODUCT

After contacting LEDVANCE, the purchaser/user shall promptly return the Product after receiving instructions regarding if, when and where to ship the Product. Failure to follow this procedure shall void this warranty. Warranty claims by end-users purchasing the Product from an original equipment fixture

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manufacturer shall be serviced directly by the original equipment fixture manufacturer. LEDVANCE reserves the right to examine all failed, products to determine the cause of failure and patterns of usage and reserves the right to be the sole judge as to whether any of these components are defective and covered under this warranty.

LIMITATION OF LIABILITY

THE FOREGOING SHALL CONSTITUTE THE EXCLUSIVE REMEDY OF THE PURCHASER AND THE SOLE LIABILITY OF LEDVANCE FOR THE PRODUCT. NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IS MADE OR IS TO BE IMPLIED. IN NO EVENT SHALL LEDVANCE BE LIABLE FOR ANY OTHER COSTS OR DAMAGES, INCLUDING LOST PROFITS OR REVENUE INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES. SOME STATES DO NOT ALLOW THE EXCLUSION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS AND EXCLUSIONS MAY NOT APPLY. IN NO EVENT SHALL LEDVANCE'S TOTAL LIABILITY FOR ANY REASON ARISING HEREUNDER EXCEED THE PURCHASE PRICE PAID BY PURCHASER FOR PRODUCT.

Please call Customer Service at 1-800-654-0089 or contact your local LEDVANCE representative