

# QUICK 7XL+™ WARRANTY

## Limited Warranty

Subject to change without notice

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)

### QUICKTRONIC® PROStart® XL Lamp and Ballast System Limited Warranty

LEDVANCE warrants SYLVANIA lamps ("Lamp") installed on OSRAM QUICKTRONIC PROStart ballasts ("Ballast") (the Lamp and Ballast are collectively referred to herein as the "Product") to be free from defects in material and workmanship from the date of installation (or date of manufacture if installation date is not known or available) for the time periods set forth below and subject to the Terms and Conditions specified herein.

If a Lamp fails to operate within the warranty period LEDVANCE will replace the Lamp with the same or similar Lamp at no charge to Purchaser. No labor costs are included. If a Ballast fails to operate within the warranty period, LEDVANCE will replace the Ballast with the same or similar Ballast at no charge to the Purchaser. Labor costs for Ballasts only may be provided in accordance with the "Labor Options" set forth below.

System <sup>3,4</sup>	Lamp	Ballast Warranty Period	Lamp Warranty Period
QUICKTRONIC T8 PROStart <sup>3,5</sup>	OCTRON®XP/XL/SS <sup>1,2</sup>	84 mos. (7 Years)	84 mos. (7 years)
	OCTRON XP/XL <sup>1</sup>	84 mos. (7 Years)	72 mos. (6 Years)
QUICKTRONIC 54T5/HO PROStart <sup>3,5</sup>	PENTRON® HO/XL <sup>1</sup>	84 mos. (7 Years)	72 mos. (6 Years)

\*Notes: Fluorescent lamp warranty periods are based on a 3-hour minimum cycle, unless otherwise noted, with a maximum of 4400 hours per year. Other operating cycles may affect warranty period. Please contact LEDVANCE for details.

<sup>1</sup> Occupancy sensor application, 10 minute/start minimum, allowed with QUICKTRONIC PROStart ballasts.

<sup>2</sup> OCTRON SUPERSAVER® bi-pin lamps operate on many of our QUICKTRONIC® T8 electronic ballasts. Please see specifications for details.

<sup>3</sup> The QUICK 7XL+ warranty is also applicable to QUICKTRONIC, Professional Series and High Efficiency Series including most of PROStart programmed rapid start (PS), DIM and DALI models, except high temperature models which are covered under the standard QUICK60+® system warranty.

<sup>4</sup> Labor options must be pre-approved by LEDVANCE. Any labor option or cost that is not pre-approved will not be eligible for reimbursement.

<sup>5</sup> Maximum Case Temp. <70°C, for normal environmental operating conditions (40°C max. ambient) unless noted. Refer to product specifications for details.

#### TERMS AND CONDITIONS

Lamps and Ballasts must be installed together as a system and be installed and operated under suitable environmental conditions and in accordance with the latest National Electrical Code, Underwriters Laboratory Bulletins, ANSI Specifications, or, in Canada, the Canadian Standards Association (CSA). **This warranty will not apply in the event of conditions demonstrating abnormal use or stress, such as operating temperatures in excess of maximum rated temperatures, under/over voltage conditions, excessive switching cycles (see above Note #1) or operating hours, dirty or cracked sockets, or improper lamp or ballast installation.** Replacement of a Lamp with lamps of other manufacturers will void the Lamp portion of this warranty. Replacement of the Ballast with any other ballast will void the entire warranty.

#### WARRANTY ACTIVATION / SERVICE CLAIMS

The QUICK 7XL+ warranty is automatically activated after LEDVANCE receives a completed QUICK 7XL+ warranty registration form within 30 days after installation. An acknowledgment will be sent for each registration along with a reference number for future correspondence. Service claims can be made by contacting 1-800-654-0089 or [www.ledvanceUS.com/warranty](http://www.ledvanceUS.com/warranty) to initiate the process for problem resolution.

#### LABOR OPTIONS (Ballast only)

**No labor allowance is made for any Lamp replacement during the warranty period.** LEDVANCE may provide one of the following labor options for service under the QUICK 7XL+ warranty program, in LEDVANCE's sole discretion. Labor options must be pre-approved by LEDVANCE. Any labor option or cost that is not pre-approved will not be eligible for reimbursement.

1. LEDVANCE will reimburse the Purchaser reasonable, customary and necessary labor charges required to install the Ballast replacement. OR

2. LEDVANCE will contact a service provider and coordinate replacement at no cost to the Purchaser of the Ballast.

#### RETURN OF DEFECTIVE PRODUCT

After contacting LEDVANCE and receiving a RETURN MATERIAL AUTHORIZATION NUMBER, the Purchaser shall promptly return the defective Product, at the Purchaser's expense, to LEDVANCE after receiving instructions as to if, when and where to ship the defective Product. Failure to follow this procedure shall void the warranty claim.

LEDVANCE reserves the right to (i) examine all Product to determine the cause of failure and patterns of usage 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 SOLE AND EXCLUSIVE REMEDY OF THE PURCHASER AND THE SOLE AND EXCLUSIVE LIABILITY OF LEDVANCE FOR A DEFECTIVE 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 ARISING HEREUNDER EXCEED THE PURCHASE PRICE PAID BY PURCHASER FOR THE PRODUCT.

