

# OPTOTRONIC® Programmer and Accessories LIMITED WARRANTY

Subject to change without notice

OSRAM SYLVANIA Inc. ("OSRAM") is pleased to provide a limited warranty for the OPTOTRONIC programmer and accessory products listed below that are used in industrial or commercial applications only. (For use in the U.S. only)

## OPTOTRONIC Programmable Accessories Limited Warranty

OSRAM warrants each OPTOTRONIC programmer and accessory products listed below (each a "Product") to be free from defects in materials and workmanship, and to operate from the date of installation or if installation date is not known, 90 days from the date of manufacture.

The foregoing warranty is subject to these Terms and Conditions.

If Product fails to operate during the Warranty Period, OSRAM will, at its option, replace or repair the Product at no charge or grant Purchaser a credit towards Product. If OSRAM grants a replacement and Product is not available, a comparable product will be provided. OSRAM will not be responsible for labor costs of Product removal or installation.

Product (Item Number and Description)	Warranty Period
51645 OT Programmer	90 Days
51646 OT Programming Nest	90 Days
51647 OT Linear Handheld PRG Tool	90 Days
51648 OT Linear AutoPRG Tool	90 Days

### TERMS AND CONDITIONS

This warranty only applies when Product is properly wired and installed, used in accordance with OSRAM's published specifications and operating instructions, operated on suitable computer hardware and with compatible OPTOTRONIC programmable LED power supplies. Product must be used in 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. Any repair, alteration or modification of Product, including replacement of Product components with components of other manufacturers will void the warranty in its entirety.

### WARRANTY ACTIVATION PROCESS/CLAIMS PROCEDURE

In order to receive warranty coverage, Purchaser must deliver to OSRAM a completed warranty registration form within 30 days of installation. A warranty claim can be serviced or reported by contacting OSRAM's National Customer Service and Sales Center at:

Tel: 1-877-636-5267  
Fax: 1-877-726-6444  
Email: [ds.warranty@osram.com](mailto:ds.warranty@osram.com)

OSRAM will provide Purchaser with a Return Material Authorization (RMA) Number and instructions as to if, when and where to return defective Product. Purchaser must promptly return Product, at Purchaser's expense, to OSRAM in accordance with such instructions. Failure to follow this procedure shall void the warranty.

OSRAM 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 EXCLUSIVE REMEDY OF PURCHASER AND THE SOLE LIABILITY OF OSRAM FOR PRODUCT. NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IS MADE OR IMPLIED. IN NO EVENT SHALL OSRAM BE LIABLE FOR ANY OTHER COSTS OR DAMAGES, INCLUDING LOST PROFITS OR REVENUES, 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 OSRAM'S TOTAL LIABILITY FOR ANY REASON ARISING HEREUNDER EXCEED THE PURCHASE PRICE PAID BY PURCHASER FOR PRODUCT.

## QUESTIONS?

Please call Customer Service at 1-877-636-5267 or contact your designated OSRAM representative.