

QUICK 60+® Limited Warranty

Subject to change without notice.

The Heart of a Comprehensive System Service Program

Compare lighting system warranties – you'll see that our QUICK 60+ warranty offers better coverage, more service options and, more important, peace of mind.

Combination Lamp and Ballast System Limited Warranty

OSRAM SYLVANIA LTD. (OSRAM SYLVANIA) warrants SYLVANIA lamps installed on QUICKTRONIC® ballasts to be free from defects in material and workmanship and to operate from the date of installation (or date of manufacture if installation date is not known or available) for the time periods and subject to the Terms and Conditions specified below.

If lamps fail to operate for the warranty period, OSRAM SYLVANIA will provide a free replacement lamp (but no labor allowance). If a QUICKTRONIC ballast fails to operate within the warranty period, OSRAM SYLVANIA will provide a free replacement ballast and labor allowance in accordance with the "Labor Options" set forth below.

System ^{3,4,5}	Lamp	Ballast Warranty Period ⁸	Lamp Warranty Period ⁴
QUICKTRONIC T8 ¹	OCTRON® Family ³	60 mos.	30 mos.
QUICKTRONIC T8 ¹	OCTRON XPS®, XP® & XP/SS, XPPLUS/SS ^{2,3}	60 mos.	36 mos.
QUICKTRONIC T8 ¹	OCTRON XV™ & XV/SS ^{2,3}	60 mos.	36 mos.
QUICKTRONIC T8 ¹	OCTRON XP/XL & XP/XL/SS Family ^{2,3}	60 mos.	60 mos.
QUICKTRONIC T8 High Ambient ^{1,9}	OCTRON XP, XP/SS ^{2,3}	36/60 mos. @ <90°/70°C	36 mos.
QUICKTRONIC 59	OCTRON FO96/XP, XP/SS, XV & XV/SS ^{2,3}	60 mos.	30 mos.
QUICKTRONIC 59	OCTRON FO96 ³	60 mos.	24 mos.
QUICKTRONIC 86/T8HO High Ambient ¹	OCTRON FO96HO ³	36/60 mos. @ <90°/70°C	30 mos.
QUICKTRONIC T5, T5/HO ¹	PENTRON® Family ¹⁰	60 mos.	24 mos.
QUICKTRONIC 54T5/HO ¹	PENTRON FP54/HO, FP54/C/HO, FP54/HO/SS	60 mos.	36 mos.
	PENTRON HO/XL	60 mos.	60 mos.
QUICKTRONIC 54T5HO High Ambient ¹	PENTRON FP54/HO, FP54/C/HO, FP54/HO/SS	36/60 mos. @ <90°/70°C	36 mos.
	PENTRON HO/XL	36/60 mos. @ <90°/70°C	60 mos.
QUICKTRONIC ICE ^{1,5}	ICETRON®	60 mos.	60 mos.
QUICKTRONIC 54PHO & DL40	DULUX® FT55DL, FT40DL & FT40DL/SS Family	60 mos.	24 mos.
QUICKTRONIC CF ¹	DULUX D/E, D/E/SS, T/E, T/E/IN, T/E/IN/SS T/E/C	60 mos.	24 mos.
QUICKTRONIC MH ⁷	METALARC® Family ⁶ (7K-12K hrs. avg. rated life)	36/60 mos.	6 mos.
QUICKTRONIC MH ⁷	METALARC Family ⁶ (15K-20K hrs. avg. rated life)	36/60 mos.	12 mos.
QUICKTRONIC HPS ⁷	LUMALUX® Family ⁶ (≥30K hrs. avg. rated life)	36/60 mos.	24 mos.
QUICKTRONIC 96IS/96HO & 40T12	N/A	60 mos.	N/A

*Note: 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. Lamp warranty can renew when installation is group relamped, contact OSRAM SYLVANIA for details.

¹ Occupancy sensor application, 10 minute/start minimum, allowed with QUICKTRONIC PROStart® and with QUICKTRONIC ICE ballasts.

² OCTRON SUPERSAVER® bi-pin lamps operate on many of our QUICKTRONIC® T8 electronic ballasts, see specs for details.

³ QUICKTRONIC, Professional Series and High Efficiency Series including all IS, PS & DIM models where applicable.

⁴ Labor options must be pre-approved by OSRAM SYLVANIA. Any labor option or cost that is not pre-approved will not be eligible for reimbursement.

⁵ QUICKTRONIC ballasts and ICETRON lamp warranty period allows up to 8760 hrs per year (continuous operation).

⁶ Contact OSRAM SYLVANIA for detailed specifications of METALARC and LUMALUX lamps.

⁷ QUICKTRONIC MH and HPS ballasts warranty is 36 or 60 months, depending on maximum case temperature. Refer to product specifications for details.

Electronic HID system warranty period is based on a minimum cycle of 10hr/start up to a maximum operation of 6,000 hours/year.

⁸ Maximum Case Temp. <70°C, for normal environmental operating conditions (40°C max. ambient) unless noted. Refer to product specifications for details.

⁹ QUICKTRONIC T8 High Ambient (HT) Series

¹⁰ PENTRON 14, 21, 28 and 35W and PENTRON HO 24, 39 and 80W.

TERMS AND CONDITIONS

SYLVANIA lamps and QUICKTRONIC 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, and ANSI Specifications. **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 SYLVANIA lamps with lamps of other manufacturers will void the lamp portion of this warranty. Replacement of the QUICKTRONIC ballast with any other ballast will void the entire warranty.

WARRANTY ACTIVATION / SERVICE CLAIMS

The QUICK 60+ warranty is automatically activated after OSRAM SYLVANIA receives a completed QUICK 60+ 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 to initiate the process for problem resolution.

LABOR OPTIONS (Ballast only and ICETRON lamps only)

No labor allowance is made for any lamp replacement except ICETRON, during the warranty period. OSRAM SYLVANIA will provide one of the following labor options for service under the QUICK 60+ warranty program, at OSRAM SYLVANIA's discretion.

- OSRAM SYLVANIA will contact a service provider and coordinate replacement at no cost to the user of the ballast, or
- OSRAM SYLVANIA will reimburse the purchaser reasonable, customary and necessary labor charges required to install the ballast replacement.
- Labor options must be pre-approved by OSRAM SYLVANIA. Any labor option or cost that is not pre-approved will not be eligible for reimbursement.

RETURN OF DEFECTIVE PRODUCT

After contacting OSRAM SYLVANIA and receiving a RETURN MATERIAL AUTHORIZATION NUMBER, the user shall promptly return the product at the user's expense to OSRAM SYLVANIA after receiving instructions as to if, when and where to ship product. Failure to follow this procedure shall void this warranty.

REPLACEMENT OF PRODUCT, LIMITS OF LIABILITY

The foregoing shall constitute the sole and exclusive remedy of the purchaser and the sole and exclusive liability of OSRAM SYLVANIA. NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IS MADE OR IS TO BE IMPLIED. OSRAM SYLVANIA will not, under any circumstance, whether as a result of breach of contract or warranty, tort, or otherwise, be liable for any incidental, special or consequential damages, including lost profits or revenues or any other costs or damages.

OSRAM SYLVANIA reserves the right to examine all failed lamps and/or ballasts and reserves the right to be the sole judge as to whether any lamps and/or ballasts are defective and covered under this warranty.

QUESTIONS? Please call customer service at 1-800-654-0089 or contact your local OSRAM SYLVANIA representative.





QUICK 60+ LIMITED WARRANTY

Please fill in the fields below to register any installation featuring QUICKTRONIC ballast systems. The warranty coverage begins from the date of installation, but you must register an installation in order to receive warranty service.

Note: If you have more than 10 locations to register, please use the following excel template ([Download Template](#)). Email your completed file to e-business-support@sylvania.com

Contact Person to return registration # to:

Company Name	<input type="text"/>	Last Name	<input type="text"/>
First Name	<input type="text"/>	City	<input type="text"/>
Address 1	<input type="text"/>	State/Province	<input type="text"/>
Address 2	<input type="text"/>	Zip/Postal Code	<input type="text"/>
Telephone #	<input type="text"/>	Email address	<input type="text"/>

Location Information:

If same as contact information above, check here:

Location Name	<input type="text"/>	Store #	<input type="text"/>
Address 1	<input type="text"/>	City	<input type="text"/>
Address 2	<input type="text"/>	State/Province	<input type="text"/>
Market Segment	<input type="text" value="please select one"/>	Zip/Postal Code	<input type="text"/>

Installation Details:

Distributor	<input type="text"/>	Installer	<input type="text"/>
Installation Date	<input type="text" value=""/>	Lamp Type/Regulating	<input type="text" value="please select one"/>
Operating Hours	<input type="text" value="please select one"/>	Occupancy Sensors*	<input type="radio"/> Yes <input type="radio"/> No
Operating Days/week	<input type="text" value="please select one"/>	Dimming*	<input type="radio"/> Yes <input type="radio"/> No
Lamp Start/Day	<input type="text" value="please select one"/>	<small>*Check with OSRAM SYLVANIA what lamp technology version or dimming at some locations may void the warranty.</small>	

Ballast Description	NAGE #	Quantity	Lamp Description	NAGE #	Quantity
For warranty registration visit					
www.sylvania.com/Warranty					
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Any other comments concerning your request:

To send the email, please click "SUBMIT" button below; to start over, click "CLEAR FORM" button below.

Click [here](#) to see a list of terms and conditions.