

LED RETROFITS LIMITED WARRANTY – Industrial/Commercial Only

OSRAM SYLVANIA LTD. (“OSL”) is pleased to provide a limited warranty for use in industrial or commercial applications for the LED retrofit products listed below (“LED Retrofits”).

LED RETROFITS LIMITED WARRANTY

OSL warrants each LED Retrofit listed below to be free from defects in materials and workmanship, and to operate from the date of manufacture for the time periods specified below, subject to these Terms and Conditions.

If an LED Retrofit fails to operate for the specified warranty period, OSL will, at its option, replace or repair the product at no charge or grant Purchaser a credit for a future LED Retrofit purchase. Unit credit is calculated as follows:

$$\frac{\text{Purchase Price (\$)} \times \text{Unexpired warranty period (months)}}{\text{Warranty period (months)}}$$

OSL will not be responsible for labor costs of removal or installation of LED Retrofits.

LED RETROFITS	Warranty Period	
LED PAR20 Ultra Family	36 months – (8,760 hours per year)	60 months – (4,380 hours per year)
LED PAR30 Ultra Family	36 months – (8,760 hours per year)	60 months – (4,380 hours per year)
LED PAR38 Ultra Family	36 months – (8,760 hours per year)	60 months – (4,380 hours per year)
LED MR16 Ultra Family	36 months – (8,760 hours per year)	60 months – (4,380 hours per year)
LED G25 Ultra Family	36 months – (8,760 hours per year)	60 months – (4,380 hours per year)
LED BR30 Ultra Family	36 months – (8,760 hours per year)	60 months – (4,380 hours per year)
LED BR40 Ultra Family	36 months – (8,760 hours per year)	60 months – (4,380 hours per year)

TERMS AND CONDITIONS

This warranty only applies when LED Retrofits are properly installed and used in accordance with published specifications. LED Retrofits 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 does not apply to any abnormal use of LED Retrofits 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, 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 outside the following recommended operating conditions:

- Warranty period is based on typical (i) 8,760 hr./yr. operation on a continuous burning cycle of 24 hours per day or (ii) 4,380 hr./yr. operation on a continuous burning cycle of 12 hours per day.
- Ambient operating temperature for LED Retrofits: -20°C to +40°C
- Operate at rated AC Voltage or AC Current
- Dimming applicable to instructions on packaging or lamp markings.
- For industrial/commercial customers and applications only. Not for residential customers.

WARRANTY ACTIVATION/SERVICE CLAIMS

Warranty claims can be serviced by calling OSL’s National Customer Service & Sales Center:

1-800-654-0089

Fax: 866-632-9674

Email: oslwarranty@sylvania.com

If you are unsure whether a situation exists that is covered by this warranty, please contact OSL’s National Customer Service & Sales Center for assistance.

RETURN OF DEFECTIVE PRODUCT

After obtaining a return authorization number (RMA), LED Retrofits should be shipped freight pre-paid to the address provided with your RMA. Failure to follow this procedure shall void this warranty.

OSL reserves the right to (i) examine all failed LED Retrofits to determine the cause of failure and patterns of usage and (ii) be the sole judge as to whether an LED Retrofit is defective and covered under this warranty.

LIMITATION OF LIABILITY

THE FOREGOING SHALL CONSTITUTE THE EXCLUSIVE REMEDY OF THE PURCHASER AND THE SOLE LIABILITY OF OSL FOR LED RETROFITS. NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IS MADE OR IMPLIED. IN NO EVENT SHALL OSL BE LIABLE FOR ANY OTHER COSTS OR DAMAGES, INCLUDING LOST PROFITS OR REVENUES, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES.

QUESTIONS ?

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

