

LED Module and OPTOTRONIC® Power Supply or Control Warranty

Limited Warranty *Subject to change without notice.*

OSRAM SYLVANIA Products, Inc. (OSPI) is pleased to provide the following warranty for the periods shown below. This is not a system warranty, it applies only to stand-alone products.

OSPI LED Module, OPTOTRONIC Power Supply or Control Limited Warranty

OSPI warrants each LED Module, OPTOTRONIC power supply or control (when installed in a compatible and suitable LED system) 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. If an OSPI LED Module, OPTOTRONIC power supply or control

fails to operate for the specified warranty period, OSPI will provide a free replacement component in accordance with the Terms and Conditions set forth below ([labor not included](#)).

LED Module	LED Module Warranty Period	OPTOTRONIC Power Supply or Control	Power Supply or Control Warranty Period
BACKlight Family	36 Months	OPTOTRONIC 10V Constant Voltage	36 Months
LINEARlight FLEX® TOPLED®	36 Months	OPTOTRONIC 12V Constant Voltage	36 Months
LINEARlight POWER FLEX	36 Months	OPTOTRONIC 24V Constant Voltage	36 Months
LINEARlight FLEX SIDELED®	36 Months	OPTOTRONIC Constant Current	36 Months
LINEARlight Flex Top Colormix	36 Months	OPTOTRONIC Control Interfaces & Controllers	36 Months
LINEARlight	36 Months		
LINEARlight Colormix	36 Months		
LINEARlight MULTI FLEX	36 Months		
DLM Family	36 Months		
DL Family	36 Months		
DRAGONpuck®	36 Months		
HFDisk	36 Months		
HF² Family	36 Months		

TERMS AND CONDITIONS

This warranty only applies when OSPI's LED Modules, OPTOTRONIC power supplies and/or controls are: properly wired and installed, operated on a suitable power supply (for LED Modules) or with suitable and compatible LED Modules (for OPTOTRONIC power supplies or controls) within the electrical values recommended by OSPI, used in lighting equipment designed and approved for the application and in environmental conditions (temperature, humidity) within the normal specified operating range of the system. [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, in Canada, 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, 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
- Operate at rated DC Voltage or DC Current
- Do not exceed the published ambient operating temperature for LED Modules, OPTOTRONIC power supplies or controls

Inappropriate use and selection of power supplies will void the entire warranty.

WARRANTY ACTIVATION / SERVICE CLAIMS

Warranty claims can be serviced by calling OSPI's National Customer Service & Sales Center:

1-800-654-0089

Fax: 866-632-9674

Email: warranty.service@sylvania.com

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

RETURN OF DEFECTIVE PRODUCT

After contacting OSPI, 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.

REPLACEMENT OF PRODUCT, LIMITS OF LIABILITY

The foregoing shall constitute the exclusive remedy of the purchaser and the sole liability of OSPI for OSPI LED Module, OPTOTRONIC power supply or control components. **NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IS MADE OR IS TO BE IMPLIED.** In no event shall OSPI be liable for any other costs or damages, including lost profits or revenues, incidental, special or consequential damages.

OSPI reserves the right to examine all failed OSPI LED Modules, OPTOTRONIC power supplies, controls or components to determine the cause of failure and patterns of usage and reserves the right to be the sole judge as to whether any OSPI LED Module, OPTOTRONIC power supply and control components are defective and covered under this warranty.

QUESTIONS?

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

LED089

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