

# 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 LIMITED ("OSL") 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, OSL will provide a free replacement lamp (but no labour allowance). If a QUICKTRONIC ballast fails to operate within the warranty period, OSL will provide a free replacement ballast and labour allowance in accordance with the "Labour Options" set forth below.

System <sup>3,4</sup>	Lamp	Ballast Warranty Period <sup>6*</sup>	Lamp Warranty Period <sup>6*</sup>
QUICKTRONIC® T8 <sup>1</sup>	OCTRON XPS®, XP & XP/SS <sup>2,3</sup>	60 mos.	36 mos.
QUICKTRONIC T8 <sup>1</sup>	OCTRON XP/XL & XP/XL/SS Family	60 mos.	48 mos.
QUICKTRONIC T8 <sup>1</sup>	OCTRON Family	60 mos.	30 mos.
QUICKTRONIC T8 High Ambient <sup>1,9</sup>	OCTRON XP, XP/SS <sup>2,3</sup>	36/60 mos. @ <90°/70°C	36 mos.
QUICKTRONIC 59	OCTRON F096/XP, F096/XP/SS	60 mos.	30 mos.
QUICKTRONIC 59	OCTRON F096	60 mos.	24 mos.
QUICKTRONIC 86/T8HO High Ambient <sup>1</sup>	OCTRON F096HO	36/60 mos. @ <90°/70°C	30 mos.
QUICKTRONIC 96IS/96HO & 40T12	N/A	60 mos.	N/A
QUICKTRONIC T5 <sup>1</sup> , T5/HO <sup>1</sup>	PENTRON® Family	60 mos.	24 mos.
QUICKTRONIC 54T5/HO <sup>1</sup> High Ambient	PENTRON® FP54/HO, FP54/C/HO	36/60 mos. @ <90°/70°C	36 mos.
QUICKTRONIC 54T5/HO <sup>1</sup>	PENTRON® FP54/HO, FP54/C/HO	60 mos.	36 mos.
QUICKTRONIC 54PHO & DL40	DULUX® FT55DL, FT40DL & FT40/28SS	60 mos.	12 mos.
QUICKTRONIC CF <sup>1</sup>	DULUX® D/E, T/E, T/E/IN, T/E/C	60 mos.	12 mos.
QUICKTRONIC FM	FM	24 mos.	6 mos.
QUICKTRONIC ICE <sup>1,5</sup>	ICETRON®	60 mos.	60 mos.
QUICKTRONIC MH <sup>7</sup>	METALARC® Family 6 (7K-12K hrs. avg. rated life)	36/60 mos.	6 mos.
QUICKTRONIC MH <sup>7</sup>	METALARC® Family 6 (15K-20K hrs. avg. rated life)	36/60 mos.	12 mos.

\*Note – Fluorescent warranty periods are based on a 3 hour minimum cycle, unless otherwise noted, with a maximum of 4000 hours per year. Other operating cycles may affect warranty period. Lamp warranty can renew when installation is group relamped, contact OSRAM SYLVANIA for details.

<sup>1</sup> Occupancy sensor application, 15 minute/start minimum, allowed with QUICKTRONIC PROStart® and with QUICKTRONIC ICE ballasts.

<sup>2</sup> OCTRON SUPERSAVER® bipin lamps operate on Instant Start & PROStart (non-dimming) models only.

<sup>3</sup> QUICKTRONIC Professional Series and High Efficiency Series including all IS, RS, PS & DIM models where applicable.

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

<sup>5</sup> ICETRON Lamp Warranty Period allows up to 8760 hrs per year (continuous operation).

<sup>6</sup> Contact OSRAM SYLVANIA for detailed specifications of METALARC® lamps.

<sup>7</sup> QUICKTRONIC MH 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 hour/year.

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

<sup>9</sup> QUICKTRONIC T8 High Ambient (HT) Series.

#### 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 Canadian Electrical Code, CSA Bulletins, 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 OSL 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.

#### LABOUR OPTIONS (Ballast and ICETRON lamps only)

No labour allowance is made for lamp replacement except ICETRON, during the warranty period.

OSL provides for several labour options for service under the QUICK 60+ warranty program and is the sole determinor of which option shall be applied.

1. OSL will provide full service coverage through SYLVANIA LIGHTING SERVICES at no cost to the user of the ballast, or

2. OSL will contact a service provider and coordinate replacement at no cost to the user of the ballast, or

3. OSL will reimburse the purchaser reasonable, customary and necessary labour charges required to install the ballast replacement.

4. Labour options must be pre-approved by OSL. Any labour 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 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. In instances where OSL has elected to supply up-front replacements; user is responsible for any differential between ballasts supplied and returned. OSL reserves the right to recover such costs.

#### 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 OSL. NO WARRANTY OF MERCHANTABILITY OF FITNESS FOR A PARTICULAR PURPOSE IS MADE OR IS TO BE IMPLIED. OSL 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.

OSL 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.

Photocopy the form below and use it to register any installation featuring QUICKTRONIC<sup>®</sup> ballast systems. Also available, is our on-line version which you may find by visiting our web site at [www.sylvania.com](http://www.sylvania.com). The warranty coverage begins from the date of installation, but you must register an installation in order to receive warranty service.

**Installation Information**

Location Name: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ Prov.: \_\_\_\_\_ PC: \_\_\_\_\_

Send Registration To: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ Prov.: \_\_\_\_\_ PC: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Installation Date: \_\_\_\_\_ Fax: \_\_\_\_\_

Operating Hours: \_\_\_\_\_ hours/day \_\_\_\_\_ days/year

Occupancy Sensors \_\_\_\_\_ (Yes/No)

Comments \_\_\_\_\_

**Type & Quantities** (Description and NAED Item # as shown on label (or packaging))

Ballast Description	NAED Item #	Quantity	Lamp Description	NAED Item #	Quantity	Comments
<i>e.g. QTP2X32 T8/UNV ISN-SC</i>	<i>49943</i>	<i>800</i>	<i>F032/830/XP/ECO</i>	<i>21759</i>	<i>1600</i>	

**Please Complete and Return To:**  
**OSRAM SYLVANIA LTD.**

Attn: Warranty Dept.  
 18725 N. Union Street,  
 Westfield, IN 46074

**Or Complete and Fax To:**  
**OSRAM SYLVANIA LTD.**

Fax #: 866 632-9674

OSRAM SYLVANIA Customer Service: 1-800-654-0089 • [www.sylvania.com](http://www.sylvania.com)

