

## Combination Lamp and Ballast System Limited Warranty

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

System <sup>3,4</sup>	Lamp	Ballast Warranty Period <sup>8</sup>	Lamp Warranty Period <sup>4</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.	60 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>	36/60mos.@<90°/70°C	36 mos.
QUICKTRONIC 59	OCTRON FO96/XP, FO96/XP/SS	60 mos.	30 mos.
QUICKTRONIC 59	OCTRON FO96	60 mos.	24 mos.
QUICKTRONIC 86/T8HO High Ambient <sup>1</sup>	OCTRON FO96HO	36/60mos.@<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 T5 <sup>1</sup> , T5/HO <sup>1</sup>	PENTRON® SS Family	60 mos.	24 mos.
QUICKTRONIC 54T5HO <sup>1</sup> High Ambient	PENTRON® FP54/HO, FP54/C/HO	36/60 mos.@<90°/70°C	36 mos.
QUICKTRONIC 54T5HO <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/IN/SS, 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 <sup>6</sup> (7K-12K hrs. avg. rated life)	36/60 mos.	6 mos.
QUICKTRONIC MH <sup>7</sup>	METALARC® Family <sup>6</sup> (15K-20K hrs. avg. rated life)	36/60 mos.	12 mos.

\*NOTE: Fluorescent lamp 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, 10 minute/start minimum, allowed with QUICKTRONIC PROStart® and with QUICKTRONIC ICE ballasts.

<sup>2</sup> OCTRON SUPERSAVER® bipin lamps operate on all QUICKTRONIC® T8 electronic ballast (except QTP Dali models.)

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

<sup>4</sup> Labor options must be pre-approved by OSPI. Any labor 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 hours/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 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 OSPI 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-LIGHTBULB to initiate the process for problem resolution.

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

No labor allowance is made for any lamp replacement except ICETRON, during the warranty period. OSPI provides for several labor options for service under the QUICK 60+ warranty program.

- OSPI will provide full service coverage through SYLVANIA LIGHTING SERVICES at no cost to the user of the ballast, or
- OSPI will contact a service provider and coordinate replacement at no cost to the user of the ballast, or
- OSPI will reimburse the purchaser reasonable, customary and necessary labor charges required to install the ballast replacement.
- Labor options must be pre-approved by OSPI. 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 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 OSPI. NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IS MADE OR IS TO BE IMPLIED. OSPI 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.

OSPI 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.

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: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

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

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

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

Email: \_\_\_\_\_

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

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. QTP2X32T8/UNV ISN-SC</i>	<i>49943</i>	<i>800</i>	<i>FO32/830/XP/ECO</i>	<i>21759</i>	<i>1600</i>	

**Please Complete and Return To:**  
**OSRAM SYLVANIA**  
Attn: Warranty Dept.  
18725 N. Union Street, Westfield, IN 46074  
Tel #: 800/654-0089 Email: [warranty.service@sylvania.com](mailto:warranty.service@sylvania.com)

**Or Complete and Fax To:**  
**OSRAM SYLVANIA**  
**Fax #: 866/632-9674**  
*Also available, is our on-line version which you may find by visiting our web site at [www.sylvania.com](http://www.sylvania.com).*

