



To whom it may concern:

1/20/2006

Subject: Ballast Only Warranty

OSRAM SYLVANIA Inc. electronic ballast only warranty clarification:

- OSRAM SYLVANIA ballasts are covered for the period stated in the attached warranty from the *date of manufacture* for our ballasts. This warranty applies when our ballasts are used with other manufacturer's lamps that meet ANSI standards.
- Please note: if you purchase Sylvania lamps with the ballasts the system will be covered from the *date of installation*, see attached registration form to be filled out.
- In the event that any ballast fails during the warranty period, OSRAM SYLVANIA will provide, at no charge, replacement ballasts for ballasts that are determined to be defective. OSRAM SYLVANIA will provide a labor option in accordance with the attached Quick 60+[®] Limited Warranty.
- All other terms and conditions of this warranty are outlined in the attached Quick 60+[®] Limited Warranty.

For warranty issues, please contact the OSRAM SYLVANIA Warranty Department.

OSRAM SYLVANIA
Warranty Department
Westfield, IN 46074
1-800-654-0089 (phone)
1-866-632-9674 (fax)
warranty.service@sylvania.com

Thank you for this opportunity. We look forward to working with you.

Joe McCormick: Applications Manager tel # 978 750 2392
Robert Hamerstrom: Applications Engineer tel # 978-750-2322

OSRAM SYLVANIA INC.
100 Endicott Street
Danvers, MA 01923
☎ (978) 777-1900
www.sylvania.com

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 ³	Lamp	Ballast Warranty Period ^{*8}	Lamp Warranty Period [*]
QUICKTRONIC® T8 ¹	OCTRON® XP®, XP/SS ^{2,3}	60 mos.	36 mos.
QUICKTRONIC PSX T8 ¹	OCTRON XPS® ⁴ , XP & XP/SS ^{2,3}	60 mos.	36 mos.
QUICKTRONIC T8 ¹	OCTRON family	60 mos.	30 mos.
QUICKTRONIC 59	OCTRON FO96/XP, FO96/XP/SS	60 mos.	30 mos.
QUICKTRONIC 59	OCTRON FO96	60 mos.	24 mos.
QUICKTRONIC 96IS/96HO & 40T12	N/A	60 mos.	N/A
QUICKTRONIC T5 ¹ , T5/HO ¹	PENTRON® Family	60 mos.	24 mos.
QUICKTRONIC 54T5HO ¹ High Ambient	PENTRON® 54T5HO Family	36/60 mos. @ <90°/70° C	36 mos.
QUICKTRONIC 54T5/HO ¹ & 54 DIM ¹	PENTRON® 54T5HO Family	60 mos.	36 mos.
QUICKTRONIC 54PHO & DL40	DULUX FT55DL, FT40DL & FT40/28SS	60 mos.	12 mos.
QUICKTRONIC CF	DULUX D/E, T/E	60 mos.	12 mos.
QUICKTRONIC FM	FM	24 mos.	6 mos.
QUICKTRONIC ICE ^{1,5}	ICETRON®	60 mos.	60 mos.
QUICKTRONIC MH ^{6,7}	METALARC® CERAMIC Family ⁶	36/60 mos. @ <80°/75° C ⁷	6 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.

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

² OCTRON SUPERSAVER® bipin lamps operate on Instant Start & PROstart (PSN, PSX) models only.

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

⁴ OCTRON XPS lamps on any other suitable QUICKTRONIC ballast have a 30 month Lamp Warranty Period.

⁵ ICETRON Lamp Warranty Period allows up to 8760 hrs per year (continuous operation), with a 3 hour per start minimum.

⁶ Contact OSRAM SYLVANIA for a list of METALARC CERAMIC lamps approved on the QUICKTRONIC MH HID ballasts.

⁷ QUICKTRONIC MH ballasts warranty is 36 months @ to < 80°C. 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 Temperature <70°C, for normal environmental operating conditions (40°C max. ambient) unless noted. Refer to product specifications for details.**

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.

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

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

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

4. 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[®] ballast systems. Also available, is our on-line version which you may find by visiting our web site at 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

Or Complete and Fax To:
OSRAM SYLVANIA
Fax #: 866/632-9674