

# LED LAMPS Ultra and Natural™ TrueWave™ Families

## Limited Warranty

Subject to change without notice.

LEDVANCE LLC (LEDVANCE) is pleased to provide a limited warranty for the LED ULTRA Retrofit Lamp Family that are primarily used in industrial or commercial applications.

LEDVANCE LLC (LEDVANCE) warrants each LED Lamp listed below ("Product") to be free from defects in materials and workmanship and to operate for a period of five (5) years from the date of installation (or 30 days after date of shipment to the Purchaser). If installation or shipment date is unverifiable, the date code of the product plus 3 months will be used to verify warranty coverage, subject to the Terms and Conditions set forth herein. This limited warranty is extended by LEDVANCE to the original end-user at the original installed location only.

If Product fails to operate during the Warranty Period, LEDVANCE may, at its sole option, replace or repair the Product with the same or similar Product, at no charge to the Purchaser.

If replacement product is not available, LEDVANCE will grant Purchaser a credit towards Product replacement, the remedy which will use the following calculation. For credit to be applied, purchaser must have purchased directly from LEDVANCE, otherwise replacement product will be provided as a remedy.

$$\frac{\text{Purchase Price (\$)} \times (\text{or Failed QTY}) \times \text{Unexpired Warranty Period (months)}}{\text{Warranty Period (months)}}$$

If Product is not available, a comparable Product will be provided. LEDVANCE will not be responsible for labor costs of Product removal

LED RETROFITS (Description)	Warranty Period	
ULTRA A-19 and A-21 and PAR Made in USA* 25,000 hrs	36 months (8,760 hours per year)	60 months (4,380 hours per year)
ULTRA LED A19, G25 Made in USA* 15,000 hrs	36 months (more than 3 hrs per day)	60 months (less than 3 hours per day)
Ultra LED Double Life PAR Made in USA,	36 months (8,760 hours per year)	60 months (4,380 hours per year)
ULTRA LED Glass MR16 Lamps	36 months (8,760 hours per year)	60 months (4,380 hours per year)
ULTRA LED Glass PAR Lamps– PAR 20, PAR30, PAR38, PAR30LN	36 months (8,760 hours per year)	60 months (4,380 hours per year)
RENAISSANCE™ LED PAR Family – HD/DIM	36 months (8,760 hours per year)	60 months (4,380 hours per year)
LED ULTRA PRO Family– PAR20,PAR30,PAR38, PAR30LN		60 months (8,760 hours per year)
LED ULTRA PRO HD Family – PAR20, PAR30, PAR38 PAR30LN		60 months (8,760 hours per year)
ULTRA LED PAR16	36 months (8,760 hours per year)	60 months (4,380 hours per year)
ULTRA LED Reflector Lamps– 15,000 HR	36 months (more than 3 hrs per day)	60 months (less than 3 hours per day)
ULTRA LED HD Reflector Lamps – R20, BR30, BR40	36 months (8,760 hours per year)	60 months (4,380 hours per year)
ULTRA LED HO Reflector Lamps – R20, BR30, BR40	36 months (8,760 hours per year)	60 months (4,380 hours per year)
ULTRA LED Premium Dimmable Reflector Lamps SE (R20, BR30, BR40)	36 months (8,760 hours per year)	60 months (4,380 hours per year)
ULTRA LED PLASTIC/METAL Family – PAR20, PAR30, PAR38, PAR30LN	36 months (8,760 hours per year)	60 months (4,380 hours per year)
LED MR16 Plastic / Metal	36 months (8,760 hours per year)	60 months (4,380 hours per year)
ULTRA LED HiDr – High Lumen Lamp	36 months (8,760 hours per year)	60 months (4,380 hours per year)
ULTRA LED RT4 ULTRA and RT4 Gimbal		60 months (8,760 hours per year)
ULTRA LED RT5 Family		60 months (8,760 hours per year)
ULTRA LED RT6, RT6 Gimbal, and RT6 HO Family		60 months (8,760 hours per year)
ULTRA LED RT8 Family		60 months (8,760 hours per year)
ULTRA LED Light Disk Family	36 months (8,760 hours per year)	60 months (4,380 hours per year)
ULTRA LED Integrated Bulb and Trim	36 months (8,760 hours per year)	60 months (4,380 hours per year)
ULTRA LED Microdisk Family	12 months (more than 8 hrs per day)	36 months (less than 8 hrs per day)
ULTRA LED Microspecialty	12 months (more than 8 hrs per day)	36 months (less than 8 hrs per day)
Natural Series R/BR Family - BR40, BR30, R20	36 months (more than 12 hrs per day)	60 months (under 4380 hours per year)
Natural Series PAR Family - PAR38, PAR30LN, PAR30, PAR20, PAR16, MR16	36 months (more than 12 hrs per day)	60 months (under 4380 hrs per year)
Natural Series - A19, A21, A15, B10, G16.5, G25, ST19, A21 3-Way	36 months (more than 3 hrs per day)	60 months (1095 per year)

## TERMS AND CONDITIONS

This warranty only applies when the Product is: properly wired and installed, and operated and maintained in conditions, including environmental conditions (temperature, humidity) in accordance with the instructions contained in applicable Product Information Bulletin. This warranty excludes defects or damage caused by any primary side (line voltage) power source problems including, but not limited to, unregulated power, short circuits or lightning induced power surges, under/over voltage/current conditions, operating outside specified temperature range, or storing the Product outside the specified temperature range. The warranty excludes defects resulting from acts of God, fire, vandalism, or civil disturbances. 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), the 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 but not limited to:

- Exceeding the maximum ambient operating temperatures specified in the Product Information Bulletin and or Cut Sheet published on our website.
- Storing the product outside the specified temperature range in the Product Information Bulletin and or Cut Sheet
- Operation on a dimmer which is not listed on the published compatibility list on our website

This warranty does not cover equipment, systems or components from other manufacturers that the Purchaser uses in conjunction with the Product. Any repair, alteration or modification of the Product, including replacement of Product components with components of other manufacturers will void the warranty in its entirety.

A warranty claim can be reported online at [www.sylvania.com/warranty](http://www.sylvania.com/warranty) or by contacting either LEDVANCE's National Customer Service & Sales Center at 1-800-654-0089 Fax: 866-632-9674 or the designated LEDVANCE sales representative.

If deemed necessary by LEDVANCE under the terms of this warranty, Purchaser will receive a Return Material Authorization ("RMA") number, and shall promptly return the Product or Product component at the Purchaser's expense, to the address provided on the RMA. The RMA must be included on both the packing slip of the Product or Product component being returned and on the outside of the box. FAILURE TO FOLLOW THIS PROCEDURE SHALL VOID THE WARRANTY. IF REPLACEMENT PRODUCT IS PROVIDED UPFRONT FREE OF CHARGE AND THE ORIGINAL PRODUCT IS NOT RETURNED OR THE RETURNED PRODUCT IS NOT COVERED BY THE TERMS OF THE WARRANTY, THE CUSTOMER WILL BE CHARGED FOR THE REPLACEMENT PRODUCT AT THE THEN CURRENT PRICE PLUS SHIPPING COSTS.

If upon examination of the Product, LEDVANCE determines the root cause of failure to be due to a defect in materials or workmanship, LEDVANCE will provide the appropriate remedy as set forth above.

LEDVANCE reserves the right to (i) examine all Product to determine the cause of failure and patterns of usage and (ii) be the sole judge as to whether a Product is defective and covered under this warranty.

## LIMITATION OF LIABILITY

THE FOREGOING SHALL CONSTITUTE THE EXCLUSIVE REMEDY OF PURCHASER AND THE SOLE LIABILITY OF LEDVANCE FOR THE PRODUCT. NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IS MADE OR IMPLIED. IN NO EVENT SHALL LEDVANCE BE LIABLE FOR ANY OTHER COSTS OR DAMAGES, INCLUDING LOST PROFITS OR REVENUES, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES. SOME STATES AND JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS AND EXCLUSIONS MAY NOT APPLY. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE OR JURISDICTION. IN NO EVENT SHALL LEDVANCE'S TOTAL LIABILITY FOR ANY REASON HEREUNDER EXCEED THE PRICE PAID BY PURCHASER FOR THE PRODUCT PURCHASED. HEREUNDER.