# SYLVANIA HID SYSTEM
## Limited Warranty

## Combination Lamp and Ballast System Limited Warranty

OSRAM SYLVANIA Inc. warrants SYLVANIA lamps installed on SYLVANIA magnetic ballasts to be free from defects in material and workmanship and to operate from the date of installation (or 3 months from date of manufacture if installation date is not known or available) for the lamp and ballast warranty periods and subject to the Terms and Conditions specified below.

If lamps fail to operate for the warranty period, OSRAM SYLVANIA will provide a free replacement lamp (no labor allowance). If a SYLVANIA magnetic ballast fails to operate within the warranty period, OSRAM SYLVANIA will provide a free replacement ballast (no labor allowance).

| System | Avg. Rated Lamp Life* | Lamp Warranty Period | Ballast Warranty Period* |
|---|---|---|---|
| METALARC® | 7,000-12,000 hrs | 6 months | 24 months |
| METALARC | 15,000-20,000 hrs | 12 months | 24 months |
| LUMALUX® | 24,000 hrs | 12 months | 24 months |
| LUMALUX | 30,000-40,000 hrs | 24 months | 24 months |
| LUMALUX® PLUS® XL | 80,000 hrs | 60 months | 24 months |

*Subject to and limited by the lamp warranty period limitations set forth above.

### TERMS AND CONDITIONS

SYLVANIA lamps and SYLVANIA 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 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 SYLVANIA ballast with any other ballast will void the entire warranty.

### FURTHER CONDITIONS

1. Warranty periods based on a minimum 4,000 hours/year to a maximum 6,000 hours/year operation (minimum 10hr/start for lamp).
2. The lighting system must operate the lamp within current ANSI Specifications.
3. OSRAM SYLVANIA reserves the right to examine all failed lamps to verify cause of failure and shall be the sole judge as to whether the lamps are in fact defective.
4. System warranty valid only for installations of 50 or more lamps and ballasts. Contact OSRAM SYLVANIA for further details.
5. Check with OSRAM SYLVANIA when using occupancy sensors or dimming, as some situations may void the warranty.

### WARRANTY ACTIVATION / SERVICE CLAIMS

The HID System warranty is automatically activated after OSRAM SYLVANIA receives a completed HID System 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.

### LABOR OPTIONS

**No labor allowance is made for lamp or ballast replacement.**

### RETURN OF DEFECTIVE PRODUCT

After contacting OSRAM SYLVANIA and receiving a RETURN MATERIAL 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 OSRAM SYLVANIA. NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IS MADE OR IS TO BE IMPLIED. OSRAM SYLVANIA 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.

OSRAM SYLVANIA 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.

SYLVANIA

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## LIMITED WARRANTY

### Registration Form

Photocopy the form below and use it to register any installation featuring SYLVANIA magnetic 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: _____

Installation Date: _____ Operating Hours*: _____ starts/day _____ hours/day _____ days/year

Occupancy Sensors* ❑ Yes ❑ No Dimming* ❑ Yes ❑ No

* check with OSRAM SYLVANIA when using occupancy sensors or dimming, as some situations may void the warranty.

Comments _____

## Type & Quantities (Description and NAED Item # as Shown on Product Packaging)

| Ballast Description | NAED Item # | Quantity | Lamp Description | NAED Item # | Quantity | Comments |
|---|---|---|---|---|---|---|
| *e.g. M750/MULTI-PS-KIT* | *47717* | *1000* | *MS750/PS/BU-HOR/BT37* | *64787* | *1000* | |
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**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**