LEDVANCE LLC and LEDVANCE Ltd. / Ltée

High Intensity Discharge Lamps

PRODUCT LIMITED WARRANTY

LEDVANCE LLC. and LEDVANCE Ltd. / Ltée (LEDVANCE) warrants that all Mercury Vapor, METALARC® Metal Halide, and LUMALUX® High Pressure Sodium lamps ("Product") will be free from defects in material and workmanship with proof of purchase from an authorized LEDVANCE distributor or original equipment manufacturer for installations of more than fifty (50) Products subject to the terms and conditions herein.

LEDVANCE's obligation under this warranty is expressly limited to Product that fails to operate due to a defect (mortality defect). Product delivered under this warranty will comply with LEDVANCE published specifications and will be free from defects in material and workmanship upon delivery. LEDVANCE warrants the Products for the relevant published survival curve for the Product's average rated life. Total hours of operation will be calculated from date of installation or, if unknown, from date of manufacture plus three (3) months. Purchaser's exclusive remedy and LEDVANCE 's sole liability under this warranty is expressly limited to a one (1) for one (1) replacement of defective Product that fails in excess of the published survival curve prior to the end of Product's average rated life, provided the Product failure has not been caused by abuse, misuse, neglect, improper installation or operation, alteration, accident or act of God. LEDVANCE's obligation under this warranty is further conditioned on the following:

1. Product must be operated on an 11 hour cycle minimum in the operating position identified in the Product Information and Specification Guide HID017.
2. Product must be operated on a current ANSI compliant magnetic ballast or approved electronic ballast. Please visit mysylvania.com or below link to download the latest's approved e-HID ballast list.

Electronic HID Ballast List

3. LEDVANCE reserves the right to examine all failed Product to verify cause of failure and shall be the sole judge as to whether the Product is in fact defective.

WARRANTY ACTIVATION PROCESS/CLAIMS PROCEDURE

In order to be eligible for warranty coverage, Purchaser must deliver to LEDVANCE a completed warranty registration form within 30 days of installation. The warranty registration form can be found at www.ledvanceUS.com/warranty. A warranty claim can be reported online at www.ledvanceUS.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.

LEDVANCE will provide Purchaser with a Return Material Authorization (RMA) Number and instructions stating if, when and where to return defective Product. Purchaser must promptly return Product, at Purchaser's expense, to LEDVANCE in accordance with such instructions. Failure to follow this procedure shall void the warranty.

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 A DEFECTIVE PRODUCT. NO OTHER EXPRESS OR IMPLIED WARRANTY, INCLUDING 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 ARISING HEREUNDER EXCEED THE PURCHASE PRICE PAID BY PURCHASER FOR THE PRODUCT.

© 2025 LEDVANCE LLC PRODUCT LICENSEE OF TRADEMARK SYLVANIA IN GENERAL LIGHTING