

SubstiTRONIC™ LED T8 System Limited Warranty

LEDVANCE LLC AND LEDVANCE Ltd. / Ltée (LEDVANCE) is pleased to provide a limited warranty for the LED lighting system products listed below that are used primarily in **industrial or commercial** applications

NOTE: THE FOLLOWING WARRANTY IS ONLY APPLICABLE TO PRODUCTS PURCHASED PRIOR TO 9/31/2022; PROOF OF PURCHASE REQUIRED

LEDVANCE warrants SubstiTUBE® IS/IPS LED T8 lamps ("Lamps") and QUICKTRONIC® High Efficiency QHE LED systems ("QHE LED", together with Lamps the "Product") installed together to be free from defects in material and workmanship from the date of installation (or date of manufacture if installation date is not known or available) for the warranty periods in Table 1 for the number of hours of use per year and subject to the Terms and Conditions specified below.

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.

$$\frac{[\text{Purchase Price (\$)} \text{ OR } \text{quantity of defective Product}] \times \text{Unexpired warranty period (months)}}{\text{Warranty period (months)}}$$

If LEDVANCE grants a replacement and the Lamp or QHE LED is not available, a comparable product will be provided. No labor is included under this warranty for either the Lamp or QHE LED ECG replacement.

System*	Lamp	Lamp and QHE LED Warranty Period per Operating Hours
QUICKTRONIC High Efficiency QHE LED GEN1	LED15T8/L48/DIM/XXX/SUB/G7	96 Months – (up to 4,380 hours per year) 84 Months – (up to 5,840 hours per year) 60 Months – (up to 8,760 hours per year)
	LED8T8/L24/F/SUB/G6	
	LED15T8/L48/DIM/XXX/SUB/G6	
	LED15T8/L48/F/XXX/SUB/G5	
	LED12T8/L36/F/XXX/SUB/G5	
	LED08T8/L24/F/SUB/G5	
	LED15T8/U/F/XXX/SUB/G5	
	LED13T8/L48/DIM/XXX/SUB/G8	
	LED10T8/L48/FG/XXX/SUB/G7	
	LED13T8UFPDIM8XXSUBG8	
	LED13T8L48FPDIM9XXTL SUB	
	LED8T8L24FP8XXSUBG8	
	LED8T8L24FP8XXSUBG8BAA	
	LED11T8L36FP8XXSUBG8	
QUICKTRONIC High Efficiency QHE LED GEN2	LED13T8L48FPDIM8XXSUBG8	96 Months – (up to 4,380 hours per year) 84 Months – (up to 5,840 hours per year) 60 Months – (up to 8,760 hours per year)
	LED13T8L48FPDIM8XXSUBG8BAA	
	LED15T8L48FP8XXSUBG8BAA	
	LED15T8L48FP8XXSUBG8BAA	
	LED13T8L48FGDIM8XXSUBG9	
	LED10T8L48FG8XXSUBG9	
	LED13T8L48FGDIM8XXSUBG9	
	LED15T8/L48/DIM/XXX/SUB/G6	
	LED13T8/L48/DIM/XXX/SUB/G8	
	LED10T8/L48/FG/XXX/SUB/G7	
	LED13T8L48FPDIM8XXSUBG9	
	LED13T8L48FPDIM8XXSUBG9	
	LED13T8L48FGDIM8XXSUBG9	
	LED10T8L48FG8XXSUBG9	

*Notes:

- The SubstiTRONIC™ warranty is applicable to QUICKTRONIC High Efficiency QHE LED models. Eligibility for warranty is dependent upon system compatibility. Refer to list for details on lamp and QHE LED compatible systems found on www.ledvanceUS.com/warranty
- Maximum Case Temp. <70°C, for normal environmental operating conditions (40°C max. ambient) unless noted. Refer to product specifications for detail

TERMS AND CONDITIONS

This warranty only applies when the SubstiTUBE® IS/IPS LED T8 lamps are installed on QUICKTRONIC® High Efficiency QHE LED systems, are properly installed and used in accordance with LEDVANCE's published specifications and operating instructions. Product must be used in lighting equipment designed and approved for the application and in environmental conditions (temperature, humidity) within the normal specified operating range.

This warranty excludes failures resulting from acts of God, accident, fire, vandalism, or civil disturbances. This warranty does not apply to any abnormal use of Product or use in violation of any applicable standard, code or instructions, including those contained in the latest version of the 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 under/over voltage/current conditions, excessive switching cycles or operating hours, or conditions outside the following recommended operating conditions:

- This warranty is conditioned on the QHE ECG control point temperature (TC) not exceeding a maximum operating temperature of 70°C. Operation in excess of this maximum operating temperature will void this warranty.
- Temperature at the Lamp control point (TC) shall not exceed limits detailed in the product information sheet.

Any repair, alteration or modification of Product, including replacement of Product components with components of other manufacturers will void the warranty in its entirety.

WARRANTY ACTIVATION PROCESS/CLAIMS PROCEDURE In order to receive 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 as to 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 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 LABOR, 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 PRODUCT.

Please call Customer Service at 1-800-654-0089 or contact your local LEDVANCE representative
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