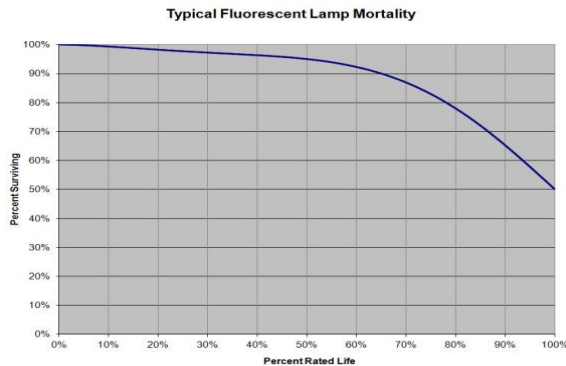


FLUORESCENT LAMP LIMITED PRODUCT WARRANTY

LEDVANCE LLC and LEDVANCE LTD./ Ltée ("LEDVANCE") warrants Sylvania fluorescent lamps ("Lamp" or "Lamps") to be free from defects in material and workmanship based on the expected Lamp Mortality curve shown below from the date of installation (or date of manufacture, if installation date is not known or available), subject to the Terms contained herein. If a Lamp (or number of Lamps) within a group or set of Lamps purchased and installed, fails but the failed quantity is within the % of Expected Lamp Failures set forth in Table 1 below, no replacement Lamp(s) will be provided. However, if there are failures of Lamps within a group or set of Lamps purchased and installed that exceed the % of Expected Failures, LEDVANCE will provide the same or similar Lamp as a replacement for each failed Lamp in excess of the Expected Failures. Lamps operated beyond 100% of Rated Life are not eligible for replacement. No labor costs are included.

For example, if a group of installed Lamps consists of 100 Lamps, and there are failures that occur at 50% of the Rated Life, then LEDVANCE will only replace the number of Lamps in excess of 5% Expected Failures, which in this case means 5 Lamps. In this example, LEDVANCE will not replace the first 5 Lamps because they are within the Expected Failures, but LEDVANCE will replace each failed Lamp after the first 5.



% Rated Life	% Expected Failures
35	3
50	5
65	10
80	22
90	35
100	50

Table 1: Percent Expected Lamp Failures:
Percent of Rated Life is based on life rating
at date of manufacture.

Terms

This warranty only applies when the Lamps are properly wired and installed, operated on a suitable ballast with the electrical values recommended by LEDVANCE and operated in environmental conditions (temperature, humidity) within the normal specified operating range of the system. This warranty is not valid if the Lamps are subjected to abnormal stress, including but not limited to operating temperatures in excess of maximum rated temperatures, under or over voltage conditions, excessive switching cycles (less than three hours per start), dirty or cracked sockets, or improper Lamp or Ballast installation. This warranty is not valid if the Lamps are operated on Ballasts over 10 years old and LEDVANCE may request verification of the Ballast date code. The Lamps and Ballasts must be operated in accordance with applicable sections of the latest revisions of the National Electrical Code, UL, ANSI and LEDVANCE installation instructions and specifications.

This warranty does not cover equipment, systems or components from other manufacturers used in conjunction with the Lamps. Any repair, alteration, or modification of the Lamps not approved by LEDVANCE in writing will void the warranty in its entirety. LEDVANCE's sole obligation under this warranty is expressly limited to Lamps determined to have failed, provided the failure has not been caused by abuse, misuse, neglect, improper installation or operation, alteration, accident or act of God.

Warranty Activation/Return of Failed Product

To obtain service under this warranty, call 1-800-654-0089 or email warranty.service@ledvance.com or visit www.ledvanceUS.com/warranty within 30 days after discovery of a failed Lamp. Upon receiving a return authorization number (RMA), return the failed Lamp to the address indicated on the RMA at the Customer's cost. Failure to follow this procedure shall void the warranty. LEDVANCE RESERVES THE RIGHT (I) TO EXAMINE THE FAILED LAMP TO DETERMINE THE CAUSE OF FAILURE AND PATTERNS OF USAGE AND (II) TO BE THE SOLE JUDGE AS TO WHETHER THE LAMP FAILED AND IS COVERED UNDER THIS WARRANTY.

Limitations of Liability

THE FOREGOING SHALL CONSTITUTE THE SOLE AND EXCLUSIVE REMEDY OF THE CUSTOMER AND THE SOLE AND EXCLUSIVE LIABILITY OF LEDVANCE FOR A LAMP THAT FAILS TO OPERATE ACCORDING TO THIS WARRANTY. LEDVANCE DISCLAIMS ALL OTHER WARRANTIES, WHETHER EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. 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 CUSTOMER FOR THE FAILED LAMP.

FLW100 Rev. 3 10/6/2022