

DUALescent™ LIMITED WARRANTY

LEDVANCE LLC and LEDVANCE Ltd. / Ltée (LEDVANCE) is pleased to provide a limited warranty for the Lamp products listed below that are primarily used in industrial or commercial applications. (For the use in US and Canada)

LED Lamps Limited Warranty

LEDVANCE warrants the LED Lamp listed below ("Product") (1) to be free from defects in materials and workmanship, and (2) to operate from the date of installation or if installation date is not known, three months from the date of manufacture.

The foregoing warranty is subject to these Terms and Conditions. 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.

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

LEDVANCE shall not be responsible for labor costs of Product removal or installation.

Product	Usage Rate	Warranty Period
DUALescent	24 hrs./ 7 days/ week (8,760/year)	60 Months, 5 Years
DUALescent DULUX® LED Pin Base	24 hrs./ 7 days/ week (8,760/year)	60 Months, 5 Years
DUALescent Universal	24 hrs./ 7 days/ week (8,760/year)	36 Months, 3 Years
DUALescent™ CURVALUME® 5-CCT Selectable 1-5/8" U-bend	24 hrs./ 7 days/ week (8,760/year)	60 Months, 5 Years
DUALescent™ DULUX® L LED TT5 Lamps	24 hrs./ 7 days/ week (8,760/year)	60 Months, 5 Years

TERMS AND CONDITIONS

This warranty only applies when Product is 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, 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:

- Lamp Ambient operating temperature: -4°F to 113°F (-20°C to 45°C)
- For DUALescent™ DULUX® L LED TT5 Lamp Ambient operating temperature: -4°F to 113°F (-20°C to 45°C)
- For DUALescent™ CURVALUME® 5-CCT Selectable 1-5/8" U-bend: Ambient operating temperature -4°F to +122°F (-20°C to +50°C)
- For DUALescent™ CURVALUME® 5-CCT Selectable 1-5/8" U-bend, Temperature at control point (Tc) shall not exceed: Tc = 149° F (65°C)
- For DUALescent™ DULUX® L LED TT5, Temperature at the control point (TC) shall not exceed: Tc = 158° F (70°C)
- For DUALescent T8 CCT Selectable the control point (TC) shall not exceed: Tc = 158° F (70°C)
- Operate at rated AC Voltage (UL Type B) or compatible ballast (UL Type A)
- For UL Type A operation: Operate with ballast listed on the compatibility list – www.ledvanceUS.com/warranty
- Lamps should be appropriately inserted and aligned in lamp holders as specified in the installation instructions
- When converting a fixture from Type A to Type B and emergency back-up is desired, failure to change the existing emergency back-up to an inverter-type emergency driver will void the warranty.
- Emergency back-up ballast that operates with fluorescent ballast must be disconnected from the lamp while DUALescent operates in type B mode, failure to do so will void the warranty
- For proper use, installer must consult the ballast compatibility list to ensure that the lamp and ballast combination is deemed compatible and will operate as intended. Using with an incompatible ballast will void the warranty. <https://www.ledvanceus.com/tools-and-resources/Pages/warranties.aspx>
- Not for use with ballasts more than ten years old, use of which will void the warranty.

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.

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 (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.