

LED LAMPS LIMITED WARRANTY – EntryLED series

LEDVANCE LLC and LEDVANCE Ltd. / Ltée (LEDVANCE) is pleased to provide a limited warranty for the LED Lamp products listed below. (For the use in US and Canada)

LED Lamps Limited Warranty

LEDVANCE warrants each 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.

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.

| LED Lamps and Retrofits | Warranty Period |
|--------------------------|--------------------|
| EntryLED T8 Type A Tubes | 1 Year (12 months) |

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 for use in installations, 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:

- For Lamps: Ambient operating temperature: -20C to +45C
- Temperature at the control point (Tc) shall not exceed 59C.
- Operate at rated AC Voltage or AC Current

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 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.

© 2023 Product licensee of trademark in general lighting

Please call customer service at 1-800-654-0089 or contact your local LEDVANCE representative with questions 04_LVLEDR 05/18/2023 V0

