

# LED SYSTEM WARRANTY

## Limited Warranty

Subject to change without notice.

OSRAM SYLVANIA Products, Inc. (OSPI) is pleased to provide the following warranty for the periods shown below. This warranty covers OSPI's LED Modules and OPTOTRONIC, Power supplies or controls when installed as a system.

### OSPI LED System Limited Warranty

OSPI warrants each OSPI LED Module or OPTOTRONIC® Power supply or control to be free from defects in materials and workmanship, and to operate from the date of installation (or date of manufacturer if installation date is not known or available, or verifiable) for the time periods and subject to the Terms and Conditions specified below.

If an OSPI LED module or an OPTOTRONIC® Power supply or control fails to operate for the specified warranty period, OSPI will provide a free replacement component in accordance with the Terms and Conditions set forth below (labor not included).

#### OSRAM LED SYSTEMS FOR LIGHTING WARRANTY

System	Power Supply and Control	LED Module Warranty Period	Power Supply and Control Warranty Period <sup>3</sup>
BACKlight Family <sup>1</sup>	OPTOTRONIC 10V, OTDIM	60 Months	60 Months
DRAGONchain <sup>1</sup>	OPTOTRONIC 24V, OTDIM	60 Months	60 Months
LINEARlight Flex® TOPLED® <sup>1</sup>	OPTOTRONIC 24V, OTDIM	60 Months	60 Months
LINEARlight POWERFlex <sup>1</sup>	OPTOTRONIC 24V, OTDIM	60 Months	60 Months
LINEARlight Flex SIDELED® <sup>1</sup>	OPTOTRONIC 10V, OTDIM	60 Months	60 Months
LINEARlight COLORMIX Flex <sup>1</sup>	OPTOTRONIC 24V, OTRGB	60 Months	60 Months
LINEARlight	OPTOTRONIC 10V, OTDIM	60 Months	60 Months
LINEARlight COLORMIX <sup>1</sup>	OPTOTRONIC 24V, OTRGB	60 Months	60 Months
LINEARlight Multi Flex	OPTOTRONIC 24V, OTDIM	60 Months	60 Months
DRAGONtape® <sup>1</sup>	OPTOTRONIC Constant Current	60 Months	60 Months
DRAGONpuck® <sup>1</sup>	OPTOTRONIC Constant Current	60 Months	60 Months
DRAGONstick <sup>1</sup>	OPTOTRONIC 24V, OTDIM	60 Months	60 Months
HF Disk <sup>1</sup>	OPTOTRONIC Constant Current	60 Months	60 Months
HF <sup>2</sup> Family <sup>2</sup>	OPTOTRONIC 24V, OTDIM	60 Months @ T <sub>c</sub> <40°C <sup>2</sup>	60 Months
LINEARlight COLORPOD Family	OPTOTRONIC 7V, 12V, OTCPTuner	24 Months	24 Months

1. LED Module warranty period is valid for a mean operating temperature of 40°C at the specified tc point on the module.

Exceeding the maximum recommended temperature at the tc point will void this warranty.

2. HF<sup>2</sup> Family of LED Modules have a warranty period of 24 months for mean operating temperature when measured at the T<sub>c</sub> point < 70°C and 60 months for a T<sub>c</sub> < 40°C.

3. Warranty period valid for a maximum case temperature as specified in the product specifications.

#### TERMS AND CONDITIONS

This warranty only applies when OSPI's OSRAM LED Lamp Module is properly wired and installed; is operated on a suitable power supply within the electrical values recommended by OSPI; used in lighting equipment designed and approved for the application and in environmental conditions (temperature, humidity) within the normal specified operating range of the system. **This warranty does not apply to any abnormal use or use in violation of any applicable standard, code or instructions for use in installations including those contained in the latest National Electrical Code (NEC), the Standards for Safety of Underwriters Laboratory, Inc. (UL), 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 outside the following recommended operating conditions:**

- Warranty Period is based on typical 8,760 hr./yr. Operation on a continuous burning cycle of 24 hours
- Mean ambient operating temperature for LED Module: 25° C
- Operate at rated DC Voltage or DC Current
- Mean ambient operating temperature for OPTOTRONIC® Power supplies and controls is 40°C

Replacement of OSPI LED Module components with LED components of other manufacturers will void the entire warranty. Inappropriate use and selection of power supply will void the entire warranty.

#### WARRANTY ACTIVATION / SERVICE CLAIMS

Warranty claims can be serviced by calling OSPI's National Customer Service & Sales Center:

**1-800-654-0089**

**Fax: 866-632-9874**

**Email: [warranty.service@sylvania.com](mailto:warranty.service@sylvania.com)**

If you are unsure whether a situation exists that is covered by this warranty, please contact OSPI's National Customer Service & Sales Center for assistance.

#### RETURN OF DEFECTIVE PRODUCT

After contacting OSPI, the purchaser/user shall promptly return the product after receiving instructions regarding if, when and where to ship product. Failure to follow this procedure shall void this warranty.

#### REPLACEMENT OF PRODUCT, LIMITS OF LIABILITY

The foregoing shall constitute the exclusive remedy of the purchaser and the sole liability of OSPI for OSPI LED Lamp Module component, and power supply or controls. **NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IS MADE OR IS TO BE IMPLIED.** In no event shall OSPI be liable for any other costs or damages, including lost profits or revenues, incidental, special or consequential damages.

OSPI reserves the right to examine all failed OSPI Module LED and power supply, controls and components to determine the cause of failure and patterns of usage and reserves the right to be the sole judge as to whether any OSPI LED Module components are defective and covered under this warranty.

## QUESTIONS?

Please call customer service at 1-800-654-0089 or contact your local OSRAM SYLVANIA representative.

