

LED RETROFITS LIMITED WARRANTY

OSRAM SYLVANIA Products Inc. ("OSPI") is pleased to provide a limited warranty for use for use in industrial or commercial applications for the LED retrofit products listed below ("LED Retrofits").

LED RETROFITS LIMITED WARRANTY

OSPI warrants each LED Retrofit listed below to be free from defects in materials and workmanship, and to operate from the date of manufacture for the time periods specified below, subject to these Terms and Conditions.

If an LED Retrofit fails to operate for the specified warranty period, OSPI will provide a free replacement, repair or credit component. OSPI will not be responsible for labor costs of removal or installation of LED Retrofits.

LED RETROFITS	Warranty Period	
LED A19 Ultra Family	36 months- 8,760 hours	60 months – 4,360 hours
LED PAR16 Ultra Family	36 months- 8,760 hours	60 months – 4,360 hours
LED PAR20 Ultra Family	36 months- 8,760 hours	60 months – 4,360 hours
LED PAR30 Ultra Family	36 months- 8,760 hours	60 months – 4,360 hours
LED PAR38 Ultra Family	36 months- 8,760 hours	60 months – 4,360 hours
LED MR16 Ultra Family	36 months- 8,760 hours	60 months – 4,360 hours
LED B10 Candle Eligue Family	36 months- 8,760 hours	60 months – 4,360 hours
LED G25 Ultra Family	36 months- 8,760 hours	60 months – 4,360 hours

TERMS AND CONDITIONS

This warranty only applies when LED Retrofits are properly installed and used in accordance with published specifications. LED Retrofits 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 does not apply to any abnormal use of LED Retrofits 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 (i) 8760 hr. /yr. operation on a continuous burning cycle of 24 hours per day or (ii) 4,380 hr. /yr. operation on a continuous burning cycle of 12 hours per day.
- Ambient operating temperature for LED Retrofits: -20C to +40C
- Dimming applicable to instructions on packaging or lamp markings.

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

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 obtaining a return authorization number (RMA), LED Retrofits should be shipped freight pre-paid to the National Customer Service & Sales Center, 18725 N. Union Street, Westfield, IN 46074. Failure to follow this procedure shall void this warranty.

OSPI reserves the right to (i) examine all failed LED Retrofits to determine the cause of failure and patterns of usage and (ii) be the sole judge as to whether an LED Retrofit is defective and covered under this warranty.

REPLACEMENT OF PRODUCT, LIMITS OF LIABILITY

OSPI liability for any warranty remedy shall be limited to repair, replacement, or issue of credit against a future OSPI post top retrofit purchase, at the sole discretion of OSPI. Unit credit is calculated as follows:

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

LIMITATION OF LIABILITY

THE FOREGOING SHALL CONSTITUTE THE EXCLUSIVE REMEDY OF THE PURCHASER AND THE SOLE LIABILITY OF OSPI FOR LED RETROFITS. NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IS MADE OR IMPLIED. IN NO EVENT SHALL OSPI BE LIABLE FOR ANY OTHER COSTS OR DAMAGES, INCLUDING LOST PROFITS OR REVENUES, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES.