

# QUICK 60+®

## Limited Warranty

### The Heart of a Comprehensive System Service Program

Compare lighting system warranties – you'll see that our QUICK 60+ warranty offers better coverage, more service options and, more important, peace of mind.

## Combination Lamp and Ballast System Limited Warranty

OSRAM SYLVANIA Products Inc. ("OSPI") warrants SYLVANIA **PENTRON PREMIER™ lamps** installed on **QUICKTRONIC PREMIER™ ballasts** to be free from defects in material and workmanship and to operate from the date of installation (or date of manufacture if installation date is not known or available) for the time periods and subject to the Terms and Conditions specified below.

If lamps fail to operate for the warranty period, OSPI will provide a free replacement lamp (but no labor allowance). If a QUICKTRONIC® ballast fails to operate within the warranty period, OSPI will provide a free replacement ballast and labor allowance in accordance with the "Labor Options" set forth below.

System	Lamp	Ballast Warranty Period*	Lamp Warranty Period*
QUICKTRONIC PREMIER PROStart® T5 <sup>1</sup>	PENTRON PREMIER	60 months	24 months
QUICKTRONIC PREMIER QUICKSTEP® PROStart T5 <sup>1</sup>	PENTRON PREMIER	60 months	24 months

\*Note – Fluorescent warranty periods are based on a 3 hour minimum cycle, unless otherwise noted, with a maximum of 4000 hours per year. Other operating cycles may affect warranty period. Lamp warranty can renew when installation is group relamped, contact OSRAM SYLVANIA for details.

<sup>1</sup> Occupancy sensor application, 15 minute/start minimum, allowed with QUICKTRONIC® PROStart® ballasts.

### TERMS AND CONDITIONS

SYLVANIA lamps and QUICKTRONIC ballasts must be installed together as a system and be installed and operated under suitable environmental conditions and in accordance with the latest National Electrical Code, Underwriters Laboratory Bulletins, and ANSI Specifications. This warranty will not apply in the event of conditions demonstrating abnormal use or stress, such as operating temperatures in excess of maximum rated temperatures, under/over voltage conditions, excessive switching cycles (see above Note #1) or operating hours, dirty or cracked sockets, or improper lamp or ballast installation. Replacement of SYLVANIA lamps with lamps of other manufacturers will void the lamp portion of this warranty. Replacement of the QUICKTRONIC ballast with any other ballast will void the entire warranty.

- OSPI will contact a service provider and coordinate replacement at no cost to the user of the ballast, or
- OSPI will reimburse the purchaser reasonable, customary and necessary labor charges required to install the ballast replacement.
- Labor options must be pre-approved by OSPI. Any labor option or cost that is not pre-approved will not be eligible for reimbursement.

### RETURN OF DEFECTIVE PRODUCT

After contacting OSRAM SYLVANIA and receiving a return AUTHORIZATION NUMBER, the user shall promptly return the product at the user's expense to OSRAM SYLVANIA after receiving instructions as to if, when and where to ship product. Failure to follow this procedure shall void this warranty.

### WARRANTY ACTIVATION / SERVICE CLAIMS

The QUICK 60+ warranty is automatically activated after OSPI receives a completed QUICK 60+ warranty registration form within 30 days after installation. An acknowledgment will be sent for each registration along with a reference number for future correspondence. Service claims can be made by contacting 1-800-LIGHTBULB to initiate the process for problem resolution.

### REPLACEMENT OF PRODUCT, LIMITS OF LIABILITY

The foregoing shall constitute the sole and exclusive remedy of the purchaser and the sole and exclusive liability of OSPI. NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IS MADE OR IS TO BE IMPLIED. OSPI will not, under any circumstance, whether as a result of breach of contract or warranty, tort, or otherwise, be liable for any incidental, special or consequential damages, including lost profits or revenues or any other costs or damages.

### LABOR OPTIONS (Ballast only)

**No labor allowance is made for any lamp replacement during the warranty period.** OSPI provides for several labor options for service under the QUICK 60+ warranty program.

- OSPI will provide full service coverage through SYLVANIA LIGHTING SERVICES at no cost to the user of the ballast, or

OSPI reserves the right to examine all failed lamps and/or ballasts and reserves the right to be the sole judge as to whether any lamps and/or ballasts are defective and covered under this warranty.

## QUESTIONS?

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

SEE THE WORLD IN A NEW LIGHT



**Registration Form**

Photocopy the form below and use it to register any installation featuring QUICKTRONIC<sup>®</sup> ballast systems. Also available, is our on-line version which you may find by visiting our web site at [www.sylvania.com](http://www.sylvania.com). The warranty coverage begins from the date of installation, but you must register an installation in order to receive warranty service.

**Installation Information**

Location Name: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Send Registration To: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Operating Hours: \_\_\_\_\_ hours/day \_\_\_\_\_ days/year Installation Date: \_\_\_\_\_

Occupancy Sensors:  Yes  No

Comments \_\_\_\_\_

**Type & Quantities** (Description and NAED Item # as Shown on label (or packaging))

Ballast Description	NAED Item #	Quantity	Lamp Description	NAED Item #	Quantity	Comments
<i>e.g. QTP2X32T8/UNV ISN-SC</i>	<i>49943</i>	<i>800</i>	<i>FO32/830/XP/ECO</i>	<i>21759</i>	<i>1600</i>	

**Please Complete and Return To:**  
**OSRAM SYLVANIA**  
 Attn: Warranty Dept.  
 18725 N. Union Street, Westfield, IN 46074  
 Tel #: 800/654-0089 Email: [warranty.service@sylvania.com](mailto:warranty.service@sylvania.com)

**Or Complete and Fax To:**  
**OSRAM SYLVANIA**  
**Fax #: 866/632-9674**