

**Guarantee Conditions of LEDVANCE GmbH  
for the System Guarantee towards Entrepreneurs**

(valid for guarantee products purchased by the guarantee beneficiary before July 1<sup>st</sup>, 2019)

The following guarantee conditions apply exclusively to guarantee products purchased by the guarantee beneficiary before July 1<sup>st</sup>, 2019:

**LEDVANCE System guarantee**

System quality – the LEDVANCE service concept. You, as our customer, benefit from this passion. You can rely on our system guarantee for ECGs and selected light sources. This has been true for more than nine years now.

LEDVANCE offers guarantees of up to eight years on high quality technology, depending on the configuration of your lighting system. This means you only have a single contact person for your servicing needs.

In the event of a defect, LEDVANCE will replace an item, free of charge, or issue a credit note for every ECG and every light source that demonstrably fails because of a material or manufacturing defect within the relevant guarantee period.

LEDVANCE provides a guarantee lasting up to eight years where "ECGs and light sources" in the OSRAM trademark are used together (selected ranges and types). The system guarantee differs depending on the light source. It is valid for fluorescent and high-pressure discharge lamps. XXT T8 fluorescent lamps have the longest guarantee period. The guarantee covers the lamp and ECG for a total of eight years.

Registration is not required.

**System guarantee: LEDVANCE System guarantee in brief**

Thanks to its lamp expertise, ultra-modern circuit design, the exclusive use of premium high-quality components and the implementation of systematic quality assurance measures, LEDVANCE is able to provide a guarantee lasting up to 8 years where selected ECGs and light sources in the OSRAM trademark are used together.

The System guarantee is tiered at the following levels, depending on the particular light source. The following table provides an overview of the various System guarantee options:

System guarantee	Years Light source	Years ECG
<b>System guarantee (1/5)</b> High-pressure Discharge Lamps (HCI-E/P, HCI-PAR, HQI-T and HQI-TS)	1	5
<b>System guarantee (2/5)</b> High-pressure Discharge Lamps (HCI-E/P, HCI-PAR, HQI-T and HQI-TS)	2	5
<b>System guarantee (3/5)</b> Fluorescent lamps	3	5
<b>System guarantee (5/5)</b> Fluorescent lamps (XT T5 / XT T8)	5	5
<b>System guarantee (8/8)</b> Fluorescent lamps (XXT T8)	8	8

## **System guarantee (1/5)**

High-pressure discharge lamp systems comprising light sources and electronic ballasts made by LEDVANCE/OSRAM are covered by a full 5-year guarantee on POWERTRONIC electronic ballasts in the PTo..., PTi..., PT-FIT S and PT-FIT I ranges and a 1-year full guarantee on the high-pressure discharge lamps listed below:

- POWERBALL HCI-E/P and HCI-PAR
- POWERSTAR HQI-T (70 W and 150 W) and HQI-TS (70 W and 150 W)

## **General conditions**

- The guarantee starts from the date the OSRAM electronic ballasts and/or LEDVANCE HPD lamps in question are commissioned and ends no later than 66 months after the OSRAM ballast was manufactured or 18 months after the LEDVANCE HPD lamp was manufactured. No registration is required.
- The 1/5-year system guarantee covers OSRAM light sources of the above-mentioned types and the above-mentioned OSRAM ECGs that are operated in accordance with OSRAM specifications and applicable IEC regulations.
- An annual operating time of no more than 4,000 operating hours is assumed.
- The 1/5-year system guarantee (light source + ECG) applies to lighting installations comprising more than 25 luminaires.
- In the case of POWERSTAR HQI light sources and POWERBALL HCI-PAR, there must be no power reduction.
- The system guarantee applies exclusively to originally fitted installation components.
- LEDVANCE reserves the right to make decisions regarding the validity of guarantee claims. This requires the return of failed light sources and ECGs to LEDVANCE for defect analysis.
- For every ECG and every light source that demonstrably fails because of a material or manufacturing defect within the relevant guarantee period, LEDVANCE will provide a free-of-charge replacement or issue a credit note.
- Statutory warranty claims remain unaffected by this guarantee and shall remain valid concurrently and regardless of the latter.
- Guarantee claims will be handled by the LEDVANCE branch in the relevant country.

## **System guarantee (2/5)**

High-pressure discharge lamp systems comprising light sources and electronic ballasts made by LEDVANCE/OSRAM are covered by a full 5-year guarantee on POWERTRONIC electronic ballasts in the PTo..., PTi..., PT-FIT S and PT-FIT I ranges and a full 2-year guarantee on the high-pressure discharge lamps listed below:

- POWERBALL HCI-T, HCI-T Plus, HCI-T Shoplight  
(operated with PTi... or PT-FIT...)
- POWERBALL HCI-TC, HCI-TC Plus, HCI-TC Shoplight  
(operated with PTi... or PT-FIT...)
- POWERBALL HCI-TF and HCI-TS  
(operated with PTi... or PT-FIT...)
- POWERBALL HCI-T, HCI-TT  
(operated with PTo...)
- POWERBALL HCI-TT Super 4Y, HCI-ET Super 4Y  
(operated with PTo...)
- VIALOX NAV-T Super 4Y, NAV-E Super 4Y  
(operated with PTo...)
- VIALOX NAV-T Super 6Y, NAV-E Super 6Y  
(operated with PTo...)

## **General conditions**

- The guarantee starts from the date the OSRAM electronic ballasts and/or LEDVANCE HPD lamps in question are commissioned and ends no later than 66 months after the OSRAM ballast was manufactured or 30 months after the LEDVANCE HPD lamp was manufactured. No registration is required.
- The 2/5-year system guarantee covers OSRAM light sources of the above-mentioned types and the above-mentioned OSRAM ECGs that are operated in accordance with OSRAM specifications and applicable IEC regulations.
- An annual operating time of no more than 4,000 operating hours is assumed.
- The 2/5-year system guarantee (light source + ECG) applies to lighting installations comprising more than 25 luminaires.
- The system guarantee applies exclusively to originally fitted installation components.
- LEDVANCE reserves the right to make decisions regarding the validity of guarantee claims. This requires the return of failed light sources and ECGs to LEDVANCE for defect analysis.
- For every ECG and every light source that demonstrably fails because of a material or manufacturing defect within the relevant guarantee period, LEDVANCE will provide a free-of-charge replacement or issue a credit note.
- Statutory warranty claims remain unaffected by this guarantee and shall remain valid concurrently and regardless of the latter.
- Guarantee claims will be handled by the LEDVANCE branch in the relevant country.

## **System guarantee (3/5)**

Fluorescent lamp systems consisting of light sources and electronic ballasts in the OSRAM trademark are covered by a full 5-year guarantee on QUICKTRONIC electronic ballasts in the QT<sub>i</sub> DALI...DIM, QT<sub>i</sub>...DIM, QT...DIM, QT<sub>i</sub>...II, QTP..., QTP-OPTIMAL..., QT-FQ..., QT-FIT... ranges and a full 3-year guarantee on the LUMILUX version fluorescent lamps listed below:

- T5 (16 mm) HE, HO
- T5 (16 mm) HE ES and HO ES (Guarantee does not apply in conjunction with QUICKTRONIC QT-FQ... or QT-FIT...)
- T8 (26 mm) L 18 W, L 36 W and L 58 W
- OSRAM DULUX L
- OSRAM DULUX D/E, T/E and T/E CONSTANT

## **General conditions**

- The guarantee starts from the date the electronic ballasts and/or light sources in question are commissioned and ends no later than 28 months after the product was manufactured.
- LEDVANCE requires no registration for system guarantee (3/5) after the lighting installation has been commissioned.
- All electronic control gear made by OSRAM must only be operated with light sources in the OSRAM trademark.
- The 3/5-year system guarantee covers OSRAM light sources from LEDVANCE of the above-mentioned types as LUMILUX versions and the above-mentioned electronic ballasts from OSRAM that are operated in accordance with the manufacturer's specifications and applicable IEC regulations.
- An annual operating time of no more than 4,000 operating hours is assumed.
- The 3/5-year system guarantee (light source + electronic ballast) applies to lighting installations comprising more than 25 luminaires.
- Where brand-new fluorescent lamps are dimmed, a burn-in time of 100 hours at 100% luminous flux must be performed in order to stabilize the light source.
- The system guarantee applies exclusively to originally fitted installation components.
- LEDVANCE reserves the right to make decisions regarding the validity of guarantee claims. This requires the return of failed light sources and ECGs for defect analysis.
- For every ECG and every light source that demonstrably fails because of a material or manufacturing defect within the relevant guarantee period, LEDVANCE will provide a free-of-charge replacement or issue a credit note.
- Statutory warranty claims remain unaffected by this guarantee and shall remain valid concurrently and regardless of the latter.
- Guarantee claims will be handled by the LEDVANCE branch in the relevant country.

## **System guarantee (5/5)**

Fluorescent lamp systems comprising XT light sources and electronic ballasts in the OSRAM trademark are covered by a full 5-year guarantee on QUICKTRONIC electronic ballasts in the QT*i*...GII, QTP..., QT-FQ..., QT...DIM, QT*i*...DIM and QT*i* DALI...DIM ranges and a full 5-year guarantee on the LUMILUX version fluorescent lamps listed below.

- T5 (16 mm) HE XT (35 W)
- T5 (16 mm) HO XT (49 W, 54 W and 80 W)
- T8 (26 mm) XT (L 36 W and L 58 W)
- OSRAM DULUX L XT, L (18W, 24W, 36W)
- OSRAM DULUX T/E XT

## **General conditions**

- The guarantee starts from the date the OSRAM electronic ballasts and/or OSRAM light sources in question are commissioned and ends no later than 35 months after the OSRAM product was manufactured.
- LEDVANCE requires no registration for system guarantee (5/5) after the lighting installation has been commissioned.
- All electronic control gear made by OSRAM must only be operated with light sources in the OSRAM trademark.
- The 5/5-year system guarantee covers OSRAM light sources from LEDVANCE of the above-mentioned types as XT versions and the above-mentioned ECG from OSRAM that are operated in accordance with the manufacturer's specifications and applicable IEC regulations.
- An annual operating time of no more than 5,000 operating hours is assumed.
- The 5/5-year system guarantee (light source + ECG) applies to lighting installations comprising more than 25 luminaires.
- The lighting installations must not be switched more than twice a day.
- Where brand-new fluorescent lamps are dimmed, a burn-in time of 100 hours at 100% luminous flux must be performed in order to stabilize the light source.
- The system guarantee applies exclusively to originally fitted installation components.
- LEDVANCE reserves the right to make decisions regarding the validity of guarantee claims. This requires the return of failed light sources and ECGs for defect analysis to LEDVANCE.
- For every ECG and every light source that demonstrably fails because of a material or manufacturing defect within the relevant guarantee period, LEDVANCE will provide a free-of-charge replacement or issue a credit note.
- Statutory warranty claims remain unaffected by this guarantee and shall remain valid concurrently and regardless of the latter.
- Guarantee claims will be handled by the LEDVANCE branch in the relevant country.

## **System guarantee (8/8)**

Fluorescent lamp systems comprising XXT light sources and an electronic ballast in the OSRAM trademark are covered by a full 8-year guarantee on QUICKTRONIC electronic ballasts in the QTl...GII, QTP-OPTIMAL... ranges and a full 8-year guarantee on the LUMILUX version fluorescent lamps listed below:

- T8 (26 mm) XXT (L 36 W and L 58 W)

### **General conditions**

- The guarantee starts from the date the electronic ballasts and/or light sources in question are commissioned and ends no later than 40 months after the product was manufactured.
- LEDVANCE requires no registration for system guarantee (8/8) after the lighting installation has been commissioned.
- All electronic control gear made by OSRAM must only be operated with light sources in the OSRAM trademark.
- The 8/8-year system guarantee covers OSRAM light sources from LEDVANCE of the above-mentioned types as XXT versions and the above-mentioned ECGs from OSRAM that are operated in accordance with the manufacturer's specifications and applicable IEC regulations.
- An annual operating time of no more than 4,000 operating hours is assumed.
- The 8/8-year system guarantee (light source + ECG) applies to lighting installations comprising more than 25 luminaires.
- The lighting installations must not be switched more than twice a day.
- The system guarantee applies exclusively to originally fitted installation components.
- QTl...GII: The temperature at the tc point of the QTl...GII fitted in the luminaire must not exceed 65 °C during operation.
- QTP-OPTIMAL...: The temperature at the tc point of the QTP-OPTIMAL... fitted in the luminaire must not exceed 65 °C during operation.
- LEDVANCE reserves the right to make decisions regarding the validity of guarantee claims. This requires the return of failed light sources and ECGs for defect analysis to LEDVANCE.
- For every ECG and every light source that demonstrably fails because of a material or manufacturing defect within the relevant guarantee period, LEDVANCE will provide a free-of-charge replacement or issue a credit note.
- Statutory warranty claims remain unaffected by this guarantee and shall remain valid concurrently and regardless of the latter.
- Guarantee claims will be handled by the LEDVANCE branch in the relevant country.