

LED SIGNAGE SYSTEM WARRANTY

Limited Product Warranty

Subject to change without notice.

OSRAM SYLVANIA Inc. (OSI) is pleased to provide the following warranty for the periods shown below. This warranty covers OSI's LED Modules, OPTOTRONIC® power supplies and controls interfaces when installed as a signage system.

OSI LED Signage System Limited Warranty

OSRAM SYLVANIA Inc. ("OSI") warrants that the LED Signage Systems listed below ("LED Signage Systems" or "Products") purchased after April, 1 2017 will be free from defects in materials and workmanship and will operate from the date of installation (or date of manufacture plus three (3)

months, if installation date is not known or verifiable) for the time periods set forth below, subject to the terms and conditions contained herein. An LED Signage System includes the OSI signage light engines and OPTOTRONIC® power supplies listed below. NO LABOR IS INCLUDED.

OSRAM LED SIGNAGE SYSTEMS FOR LIGHTING WARRANTY

Product Family	Product System Warranty (Years)	Product Warranty Without OSRAM LED System
BackLED Plus - L, M	7	5
BackLED Plus SQ - M, S	7	5
BackLED Plus SQ HO - M	7	5
BackLED B - L, M, XS	7	5
BoxLED® Plus	7	5
BoxLED® Plus DS	7	5
OT60W/12V/UNV	7	5
OT60W/12V/UNV/DIM	7	5
OT96W/24V/UNV	7	5
OT96W/24V/UNV/DIM	7	5
BackLED Eco M Plus*	5*	3*
Chain X1	5	3
LED Thin Panel	3	n/a

Customer's sole remedy and OSI's sole obligation for a signage light engine and/or power supply that fails to operate according to this warranty is expressly limited to providing a replacement signage light engine and/or power supply at no charge, subject to the terms and conditions contained herein. An LED Signage System must be installed according to the current LED Signage System Installation Guide and operated under the operating conditions set forth in the current Product Information Bulletin applicable to the Product. This warranty does not apply to LED Signage Systems that have been subjected to abuse, misuse, neglect, improper installation or operation, alteration, accident or act of God. Replacement of the signage light engine or power supply with a signage light engine or power supply of another manufacturer voids this warranty.

OSI will provide Customer with a failure analysis report within thirty (30) days of receiving the OSI signage light engine and/or power supply. If OSI determines the root cause of failure is due to defects in materials or workmanship, OSI will provide a free replacement signage light engine and/or power supply, as applicable. NO LABOR IS INCLUDED.

OSI RESERVES THE RIGHT TO EXAMINE ALL FAILED OSI SIGNAGE LIGHT ENGINES AND POWER SUPPLIES TO VERIFY THE CAUSE OF FAILURE AND SHALL BE THE SOLE JUDGE AS TO WHETHER A SIGNAGE LIGHT ENGINE AND/OR POWER SUPPLY IS DEFECTIVE AND COVERED UNDER THIS WARRANTY

WARRANTY ACTIVATION PROCESS

To obtain service under this warranty, Customer must complete and deliver to OSI a warranty registration form within 30 days of installation.

In the event of a signage failure, Customer shall secure a service contractor to repair the signage. If the failure is believed to be related to the signage light engine and/or power supply, Customer shall contact OSI's National Customer Service & Sales Center at:

1-877-636-5267
Fax: 877-726-6444
ds.warranty@osram.com

Customer will receive a RETURN MATERIAL AUTHORIZATION ("RMA") NUMBER, and shall promptly return the signage light engine and/or power supply, at Customer's expense, to the address provided on the RMA. **FAILURE TO FOLLOW THIS PROCEDURE SHALL VOID THE WARRANTY.**

LIMITATION OF LIABILITY

OSI MAKES NO OTHER WARRANTIES OTHER THAN THOSE SET FORTH HEREIN, AND THESE WARRANTIES ARE IN LIEU OF ALL OTHER WARRANTIES WHETHER EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE. OSI WILL NOT, UNDER ANY CIRCUMSTANCE, WHETHER AS A RESULT OF BREACH OF CONTRACT OR WARRANTY, TORT, OR OTHERWISE, BE LIABLE FOR ANY COSTS OR DAMAGES, INCLUDING LOST PROFITS OR REVENUES, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES. SOME STATES DO NOT ALLOW THE EXCLUSION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS AND EXCLUSIONS MAY NOT APPLY.

* BackLED Eco M Plus 5-year system warranty and 3-year non-system warranty are based on a maximum of 12-hours per day operation.

QUESTIONS?

Please call customer service at
1-877-636-5267 or contact your local
OSRAM representative.

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LED SIGNAGE SYSTEM LIMITED WARRANTY

Registration Form

Photocopy this form and use it to register any installation featuring OSRAM LED signage systems. Also available is our on-line version which you may find by visiting our website at www.osram-america.com/LED. The warranty coverage begins from the date of installation, but you must register an installation in order to receive warranty service.

Installation Information

Installation Location Name: _____ Installation Date: _____

Address: _____ City: _____ State: _____ Zip: _____

Send Registration To: _____

Address: _____ City: _____ State: _____ Zip: _____

Contact Name: _____ Phone: _____ Email: _____

Operating Hours: _____ hours/day _____ days/year

Installer Name: _____

Address: _____ City: _____ State: _____ Zip: _____

Contact Name: _____ Phone: _____ Email: _____

Type & Quantities (Description and NAED Item # as shown on product packaging)

Power Supply/ Control Interface Description	NAED Item #	Quantity	LED Signage Module Description	NAED Item #	Quantity	Comments
<i>e.g OT60/12V/UNV</i>	<i>51632</i>	<i>8</i>	<i>BA-M-PL-SQ-865</i>	<i>73671</i>	<i>8</i>	

Please Complete and Return To: OSRAM

Attn: Warranty Dept.
18725 N. Union Street, Westfield, IN 46074
Tel #: 877-636-5267
Email: ds.warranty@osram.com

**Or Complete and Fax To:
OSRAM
Fax #: 877-726-6444**