



## KEYSTONE LAMP LIMITED WARRANTY

Keystone Technologies, LLC., P.O. Box 246, Ambler, PA 19002, (215) 283-2600 (hereinafter called "Keystone Technologies") offers both a **Keystone Standard Fluorescent Lamp Warranty** and an enhanced **Keystone Fluorescent System Warranty**. Keystone Technologies also offers a **Keystone Standard LED Lamp Warranty**. Keystone Technologies warrants that the lamps listed below will be free of defects in material and workmanship and comply with their respective published specifications, from the date of installation, for the time periods outlined below and subject to the terms and conditions herein.

### FLUORESCENT LAMPS

These warranties apply only to lamps that are operated a maximum of 4,000 hours per year, on burning cycles of (3) hours or more per start for instant and rapid start ballasts, and (15) minutes or more per start for program start ballasts. Occupancy sensor application only allowed in conjunction with program start ballasts (15 minute/start minimum.) If lamps fail to operate for the warranty period, Keystone will, at its sole discretion, provide a free replacement lamp (but no labor allowance) or issue a credit for future purchase.

Lamp Type	Keystone Standard Lamp Warranty Period <sup>1,2</sup>	Keystone Fluorescent System Warranty Period (Lamp Only) <sup>2,3,4</sup>
T8 High Performance Series	24 Months	36 Months
T8 Extra High Performance Series	24 Months	36 Months
T8 Extended Life Series	36 Months	48 Months
T5 High Efficiency Series	24 Months	36 Months
T5 High Output Series	24 Months	36 Months
T12 CWX Series	24 Months	36 Months
T9 Circline Series	24 Months	36 Months

<sup>1</sup> Lamps must be operated on ANSI compatible ballast.

<sup>2</sup> Lamps and ballast must be installed in accordance with manufacturer's instructions; operated within the electrical values shown on the ballast label; operated in lighting equipment designed and approved for the application; and used in environmental conditions (temperature, humidity and air movement) within the normal specified operating range of the system.

<sup>3</sup> Lamps must be operated on compatible electronic ballast manufactured by Keystone Technologies, as defined by ballast specifications.

<sup>4</sup> For ballast portion of Keystone Fluorescent System Warranty, Keystone Technologies warrants its ballasts as provided in Keystone Technologies current published Statement of Warranty, hereby made part of this warranty.

### LED LAMPS

This warranty applies only to lamps that are operated a maximum of 8,760 hours/year (equal to 24 hours/day, 365 days/year). If lamps fail to operate for the warranty period, Keystone will, at its sole discretion, provide a free replacement lamp (but no labor allowance) or issue a credit for future purchase. Lamp warranty does not apply to vapor-tight fixture applications, unless explicitly stated in a warranty supplement letter from Keystone Technologies.

Lamp Type	Keystone Standard LED Lamp Warranty Period <sup>1,2</sup>
DirectDrive Series	60 Months
SmartDrive Series	60 Months <sup>3</sup>
ComboDrive Series	60 Months

<sup>1</sup> SmartDrive and ComboDrive lamps must be operated on ANSI-compatible ballasts.

<sup>2</sup> Lamps must be installed in accordance with manufacturer's instructions; operated within the electrical values shown on the ballast label; operated in lighting equipment designed and approved for the application; and used in environmental conditions (temperature, humidity and air movement) within the normal specified operating range of the system.

<sup>3</sup> When used in conjunction with a ballast that has a ballast factor greater than or equal to 1.00, warranty period is 48 months. For ballast factors less than 1.00, warranty period is 60 months.

### ELIGIBILITY

In order to be eligible for the warranty, lamp installations should be registered with Keystone Technologies within 30 days of the completion date. If registration is not completed, Keystone Technologies reserves the right to request more information as needed to address warranty claims. Contact your Keystone sales representative or visit [keystoneballast.com/lampregistration](http://keystoneballast.com/lampregistration) to find the Keystone Lamp Registration Form. Registration forms can be submitted to [lampregistration@keystoneballast.com](mailto:lampregistration@keystoneballast.com), sent via fax to 888-966-0556, or mailed to Keystone Technologies, Attn: Lamp Registration, PO Box 246, Ambler, PA 19002. Registration will be acknowledged via email with a registration number to be referenced for all warranty claims.

### TO MAKE A WARRANTY CLAIM

Retain the failed products and notify Keystone Technologies or authorized Keystone sales representative within 30 days of the failure. Please have installation registration number available for reference. At the sole discretion of Keystone Technologies the user/customer may be required to return the failed product for analysis. Failure to follow this request shall void the warranty.

### TERMS AND CONDITIONS

- Keystone Technologies 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 warranty.
- Replacement of Keystone Technologies lamps with lamps from another manufacturer will void the Keystone Standard Lamp Warranty and the lamp portion of the Keystone Fluorescent System Warranty.
- Replacement of Keystone Technologies electronic ballast with a ballast from any other manufacturer will void the entire Keystone Fluorescent System Warranty.
- The Keystone Standard Lamp Warranty and Keystone Fluorescent System Warranty shall be the sole remedy of the Customer and the sole liability of Keystone Technologies to the Customer. NO IMPLIED STATUTORY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IS MADE OR IS TO BE IMPLIED. Keystone Technologies will not under any circumstances whether as a result of breach of contract, breach of warranty, tort, strict liability or otherwise be liable for consequential, incidental, special or exemplary damages including, but not limited to, loss of profits or revenues, loss of use of ballasts or any other goods or associated equipment to damage to any associated equipment, cost of capital, cost of substitute products, facilities or service, down time cost, or claims of claimant's customers.
- Subject to change without notice.