

# WARRANTY INFORMATION

## STATEMENT OF WARRANTY: Ballasts, LED Drivers, Transformers, Sensors

Keystone Technologies, LLC., P.O. Box 246, Ambler, PA 19002, (215) 283-2600 (hereinafter called “Keystone Technologies”) warrants to the purchaser of its lighting power supplies, transformers, drivers, and sensors (hereinafter called “lighting components”) to be free of defects in material and workmanship for the specified warranty periods indicated in this catalog starting from the date of manufacture indicated on lighting component.

Product Category	Warranty Period
LED Drivers	5 Years
LED Modules	5 Years
T5, T5HO, T8, Circline, and CFL Electronic Ballasts	5 Years
Residential Grade (T8, CFL, T5) Ballasts and T12 Electronic Ballasts	3 Years
Magnetic Ballasts	2 Years
Electronic Sign Ballasts (Parallel and SmartWire)	4 Years
Magnetic Sign Ballasts	3 Years
HIDs	2 Years
Emergency Ballasts	5 Years
Low Voltage Transformers	3 Years
480V Step Down Transformers	5 Years
Occupancy Sensors	5 Years

If it appears within the specified warranty period that any Keystone Technologies lighting component does not meet the warranty specified above, Keystone Technologies, at its option, will replace or repair the defective lighting component.

This warranty is not applicable if the lighting component is not installed in accordance with the National Electric Code, the Standards for Safety of Underwriters Laboratories, Inc., Standards for the American National Standards Institute, or the Canadian Standards Association. This warranty is also not applicable if the lighting component is not installed according to Keystone Technologies instructions or recommendations or if the product has been exposed to abnormal operating conditions including excessive temperatures.

If a customer must make a warranty claim, please contact Keystone Technologies for appropriate shipping instructions.

Upon return and evaluation of merchandise Keystone Technologies will determine applicability of warranty. If the product is found to be defective under this warranty, Keystone Technologies will provide replacement lighting component(s) as necessary. A maximum of US \$10.00 may be applied to each defective lighting component to apply to labor charges at the sole discretion of Keystone Technologies.

**NO IMPLIED STATUTORY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE SHALL APPLY BEYOND THE AFOREMENTIONED WARRANTY PERIOD.** The foregoing warranty is exclusive of all other statutory, written or oral warranties, and no other warranties of any kind, statutory or otherwise, are given or herein expressed.

**LIMITATION OF LIABILITY.** 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 ballast or any other goods or associated equipment to damage to any associated equipment, cost of capital, cost of substitute products, facilities of services, down time cost, or claims of claimant's customers.

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## 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	2 Years	3 Years
T8 Extra High Performance Series	2 Years	3 Years
T8 Extended Life Series	3 Years	4 Years
T5 High Efficiency Series	2 Years	3 Years
T5 High Output Series	2 Years	3 Years
T12 CWX Series	2 Years	3 Years
T9 Circline Series	2 Years	3 Years

<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	5 Years
SmartDrive Series	5 Years <sup>3</sup>
ComboDrive Series	5 Years
ExternalDrive Series	5 Years

<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 <http://keystonetech.com/lamp-warranty-and-registration> to find the Keystone Lamp Registration Form. Registration forms can be submitted to [lamppregistration@keystonetech.com](mailto:lamppregistration@keystonetech.com), faxed 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.

Specifications subject to change without notice. For complete product specifications, visit [www.keystonetech.com](http://www.keystonetech.com)

# WARRANTY INFORMATION

## LED SYSTEMS

These warranties apply only to LED systems that are operated within the following criteria

1. Hours of operation cannot exceed 12 hours per day, 7 days a week
2. Ambient temperature does not exceed 77° F (25°C)
3. Driver case temperature at tC. does not exceed 158°F (70°C) during operation

If the electronic components (driver and/or LED modules) used in these systems fail to operate for the warranty period, Keystone will, at its sole discretion, provide a free replacement (but no labor allowance) or issue a credit for future purchase.

LED System	Keystone LED System Warranty Period
Future Fit, Linear LED Kits	10 Years <sup>1</sup>
Future Fit, 8" Circular LED Kits	10 Years <sup>1</sup>
Future Fit, Rectangular LED Kits	10 Years <sup>1</sup>
Future Fit, Sconce LED Kits	10 Years <sup>1</sup>
Keystone Turnkey ALP Systems	10 Years <sup>1</sup>

<sup>1</sup> 10 Year warranty is only good if Future Fit kit operates within an environment that has an ambient temperature that is less than or equal to 25°C. If temperature is between 25°C and 40°C, the warranty period is reduced to 5 years.

## 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

1. Keystone Technologies reserves the right to examine all LED systems and reserves the right to be the sole judge as to whether any product is defective and covered under warranty.
2. The Keystone LED 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.
3. Subject to change without notice.

## LED FIXTURES/RETROFIT KITS

This warranty applies to fixtures that are operated 8,760 hours/year (equal to 24 hours/day, 365 days/year). If fixture fail to operate for the warranty period, Keystone will, at its sole discretion, provide a free replacement fixture (but no labor allowance) or issue a credit for future purchase. This warranty is not applicable if the lighting component is not installed in accordance with the National Electric Code, the Standards for Safety of Underwriters Laboratories, Inc., Standards for the American National Standards Institute, or the Canadian Standards Association. This warranty is also not applicable if the lighting component is not installed according to Keystone Technologies instructions or recommendations or if the product has been exposed to abnormal operating conditions including excessive temperatures.

LED Product Family	Keystone Standard LED Fixture Warranty Period <sup>2</sup>
PanelEdge LED Panels	7 Years <sup>1</sup>
FutureFit DoorFrame Troffer Kits	5 Years
FutureFit Strip Kits	5 Years
XFit LED High Bay	5 Years
XFit LED MicroStrips	5 Years
XFit LED Wraps	5 Years

<sup>1</sup> 7 Year warranty is only good if fixture operates within an environment that has an ambient temperature that is less than or equal to 25°C. If temperature is between 25°C and 40°C, the warranty period is reduced to 5 years

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

Specifications subject to change without notice. For complete product specifications, visit [www.keystonetech.com](http://www.keystonetech.com)

**LED FIXTURES/RETROFIT KITS (continued)**

**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 Date Code information found on the fixture, and/or a proof of purchase 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**

1. Keystone Technologies reserves the right to examine all failed fixtures and reserves the right to be the sole judge as to whether any fixtures are defective and covered under warranty.
2. The Keystone LED Fixture Limited 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 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.
3. Subject to change without notice.

**AC LED LIGHT ENGINES LIMITED WARRANTY**

This warranty applies to light engines that are operated 4,380 hours/year (equal to 12 hours/day, 365 days/year). If light engine fails to operate for the warranty period, Keystone will, at its sole discretion, provide a free replacement light engine (but no labor allowance) or issue a credit for future purchase. This warranty is not applicable if the lighting component is not installed in accordance with the National Electric Code, the Standards for Safety of Underwriters Laboratories, Inc., Standards for the American National Standards Institute, or the Canadian Standards Association. This warranty is also not applicable if the lighting component is not installed according to Keystone Technologies instructions or recommendations or if the product has been exposed to abnormal operating conditions including excessive temperatures.

LED Product Family	Keystone Standard LED Light Engine Warranty Period
FutureFit AC LED Light Engines	5 Years

**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 Date Code information found on the light engine, and/or a proof of purchase 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**

1. Keystone Technologies reserves the right to examine all failed light engines and reserves the right to be the sole judge as to whether any light engines are defective and covered under warranty.
2. The Keystone LED Light Engine Limited 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 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.
3. Subject to change without notice.