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BALLAST AND LAMP WARRANTIES

At The Light Edge, Inc. we take pride in manufacturing, packaging and shipping the best T5 product in the industry. Although most manufacturers warrant their fixtures for one (1) year, we offer a five (5) year warranty on all of our fixtures 'exclusive of lamps and ballasts'. Please note: **All fixture manufacturers warrant their products exclusive of lamps and ballasts.**

During our manufacturing and quality control processes we "HOT TEST" every fixture with test lamps three (3) separate times so we can capture any bad (dead on arrival) ballasts before shipping product to the field. We do this to insure our customers receive product that was known to be operating when it left our plant.

Several things can happen which may cause a Light Edge fixture to be inoperative when it reaches the customer.

- A defective lamp may have been installed after the test procedure. Remember we do our 'hot test' with a set of test lamps which are known to be good before we close up the fixture and install new lamps to ship to the customer. Every once in a while a new lamp is defective.
- On rare occasions lamps may be jarred loose during shipment so if a fixture doesn't light, the first thing to do is to check to make sure the lamps are properly seated in the cam-lock sockets.
- Electronic ballasts may test good at the plant and apparently become "defective" during shipment. We have no idea as to the definitive cause of this phenomenon but we do know that electronic ballasts, if they are to fail, usually fail early on in their operating life.

As we stated before, no OEM fixture manufacturer including The Light Edge, Inc. warrants lamps and ballasts. These have always been warranted by the manufacturer of the particular lamp and/or ballast. If you experience a defective lamp in one of our fixtures you should contact the local lamp sales people who are usually reached through a local distributor who carries that particular brand of lamp. If you have a "defective" ballast you need to contact the ballast manufacturer for replacement AND labor allowance.

Here are the contact numbers for the various manufacturers warranty service departments.

- AC 1-800-375-6355
- Advance 1-800-372-3331
- BODINE 1-888-263-4638
- FWT 1-508-460-3300
- GE 1-888-GEBALLAST
- IOTA 1-520-294-3292
- OSRAM 1-800-LIGHTBULB
- SAGE 1-604-904-9533
- UNIVERSAL 1-800-BALLAST

All of these service and warranty departments are dedicated to providing excellent replacement service. Please let us know if you have any problems obtaining replacement product and we will intervene on your behalf.