



**OSRAM Australia Pty Limited**

ACN 050 103 181, ABN 34 050 103 181

Level 11, 423 Pennant Hills Road  
Pennant Hills NSW 2120, Australia

PO Box 673, Pennant Hills NSW 1715

Telephone: +61 2 9481 8399

Facsimile: +61 2 9980 9127

Website: [www.osram.com.au](http://www.osram.com.au)

## **5-Year Guarantee for OSRAM LED Signage Modules**

**Dear Sir/Madam,**

OSRAM Australia is pleased to provide a full 5-year guarantee on the list of LED signage modules below. This special guarantee is offered exclusively to LED Works.

BackLED® L Plus G15	BA-L-PL-865
	BA-L-PL-840
	BA-L-PL-830
BackLED® M Plus G15	BA-M-PL-865
	BA-M-PL-840
	BA-M-PL-830
BackLED® S Plus G15	BA-S-PL-865
	BA-S-PL-840
	BA-S-PL-830
BackLED® Mini Plus	BA01SXW4F-765
	BA01SXW4F-840
	BA01SXW4F-830
BoxLED® Back Plus G15	BX-PL-865
	BX-PL-840
	BX-PL-830
BoxLED® L Plus G15	BX-L-PL-765
	BX-L-PL-840
	BX-L-PL-830
BoxLED® Side Plus	BX06SA -W4F-765
	BX06SA -W4F-840
	BX06SA -W4F-830
BoxLED® XS Plus G15	BX-XS-PL 765
	BX-XS-PL 840
	BX-XS-PL 830

Conditions for this guarantee declaration:

The guarantee starts from the date the LED signage modules in question are installed/commissioned.

- The 5-year guarantee applies to LED signage modules used with OSRAM drivers and in accordance with OSRAM specifications and applicable AS/NZS and IEC regulations.
- An operating time of 24 hours burn per day is assumed.

- All listed products are required to be operating under the ambient temperature not higher than 25°C ( $T_a \leq 25^\circ\text{C}$ ). OSRAM guarantee 10% of failure rate within the guarantee period (LOC10).
- OSRAM reserves the right to make decisions regarding the validity of guarantee claims. This requires the return of LED signage modules for defect analysis.
- OSRAM Australia will not be responsible for any transport freight charges, installation and removal labour charges or other costs.
- **For any LED signage module** that demonstrably fails because of a material or manufacturing defect within the relevant guarantee period, OSRAM will provide a free-of-charge replacement or issue a credit note.
- Due to both technical improvements and change of the luminous flux of the products during standard use, there can be variations for the light specifications of the replacement compared to the original product.
- 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 OSRAM Australia.
- In the event of a problem, an email should be sent to [ds.au@osram.com](mailto:ds.au@osram.com) defining the problem and the number of products affected.

Kind Regards,



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Brook Lawson  
Head of Sales – OEM Pacific



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CF Chow  
Head of LED Module – APAC