



## OSRAM's multi-level guarantees

OSRAM Guarantees for Electronic control gears, LED light sources (light engines and LED modules) and selected OSRAM light sources - Guarantees for the professional and commercial market.

For every product that demonstrably fails, because of a material or manufacturing fault within the relevant guarantee period, OSRAM will decide to provide a free-of-charge replacement or issue a credit note.

### Product-Guarantees

<b>Product-Guarantees</b>	<b>3 year-Guarantee Product-Guarantee Guarantee level 1</b>	<b>5 year-Guarantee Product-Guarantee Guarantee level 2</b>	<b>8 year- Guarantee Product- Guarantee Guarantee level 3</b>
<b>Light Engines &amp; LED-Modules</b>	BASIC linear, BASIC Area, VALUE Flex	PrevaLED® LINEARlight Flex® BoxLED®, BackLED®	
<b>OPTOTRONIC Semiprofessional</b>	OTe, OTe (120/24;60/12;120/12) OT 20/24 ELEMENT; ELEMENT 24 (30, 60, 90)		
<b>OPTOTRONIC Professional</b>		OTi., OT FIT,,, OT ...4DIM / 2 DIM / 1 DIM OT .../220-277/...P5, OT ...P OT.../ 12 and OT.../24: w/o OT 20/24	OTi DALI ... IND, OT FIT ... IND
<b>QUICKTRONIC</b>	QT-ECO	QUICKTRONIC (except QT-ECO and QTz8)	

<b>Product-Guarantees</b>	<b>3 year-Guarantee</b> Product-Guarantee Guarantee <b>level 1</b>	<b>5 year-Guarantee</b> Product-Guarantee Guarantee <b>level 2</b>	<b>8 year-Guarantee</b> Product-Guarantee Guarantee <b>level 3</b>
<b>POWERTRONIC</b>		POWERTRONIC (PTi, PTo, PT-FIT I and S) w/o PT FIT E	
<b>HALOTRONIC</b>	ET PARROT	HALOTRONIC	
<b>SubstiTUBE LED-Tubes</b>	SubstiTUBE T8 Value (EM / HF)	All SubstiTUBE w/o SubstiTUBE T8 Value (EM / HF)	
<b>OSRAM LMS-Components</b>		OSRAM LMS- Components	
<b>Registration</b>	No	No	No
<b>Tc-Temperature (LED-driver) / Tp-Temperature (LED- module) / CLO</b>			Tcmax - 10 k

## System-Guarantees

<b>SYSTEM-Guarantees</b>	<b>5 year-Guarantee</b> SYSTEM- Guarantee Guarantee <b>level 4</b>	<b>7 year-Guarantee</b> SYSTEM- Guarantee Guarantee <b>level 5</b>	<b>10 year-Guarantee</b> SYSTEM-Guarantee Guarantee <b>level 6</b>
<b>Light Engines &amp; LED-Modules</b>	BASIC linear, BASIC Area	PrevaLED®	PrevaLED® onlyLinear G4 PrevaLED® Brick
<b>OPTOTRONIC Semiprofessional</b>	ELEMENT		
<b>OPTOTRONIC Professional</b>		OTi., OT FIT	OTi DALI ... IND, OT FIT ... IND
<b>Registration</b>	No	No	Yes, to be programmed via T4T

<b>SYSTEM-Guarantees</b>	<b>5 year-Guarantee</b> SYSTEM-Guarantee Guarantee level <b>4</b>	<b>7 year-Guarantee</b> SYSTEM-Guarantee Guarantee level <b>5</b>	<b>10 year-Guarantee</b> SYSTEM-Guarantee Guarantee level <b>6</b>
<b>Tc-Temperature (LED-driver) / Tp-Temperature (LED-module) / CLO</b>		Tcmax - 5 K and Tpmax. - 5 K	<b>only</b> in combination with CLO-Programming and additional Tcmax - 10 K and Tpmax. - 10 K

## General Conditions

- For every product that demonstrably failed, because of a material or manufacturing fault within the relevant guarantee period, OSRAM will decide to provide a free-of-charge replacement or issue a credit note.
- The guarantee covers all above mentioned products, which must be operated in accordance with OSRAM specifications and applicable IEC regulations.
- The guarantee is only for complete failure of LED-modules, that demonstrably failed, because of a material or manufacturing fault (claims due to colour change, reduced luminous flux over lifetime are not justified). The failure of single LED chips is excluded.explicitly.
- OSRAM reserves the right to read out operating data from devices for guarantee and legal warranty reasons purposes even when a password key has been assigned. In case of non agreement to read out operating data, legal warranty conditions are relevant.
- The guarantee starts from the date the OSRAM electronic ballasts and/or OSRAM LED light sources and/or OSRAM LMS components are commissioned but not later than 6 months after the OSRAM product was manufactured (production code on the product).
- An annual operating time of up to 5,000 operating hours is assumed.
- LMS components with relay contacts are limited to a maximum of 20 switching cycles per day and to the 5 year guarantee.
- For above mentioned OSRAM LED drivers 12/24 V up to 20,000 switching cycles are permitted. For all other above mentioned OSRAM LED-drivers and LED-modules up to 100,000 switching cycles. For SubstiTUBE Value tubes max. 100,000 switching cycles and for other SubstiTUBE tubes max. 200,000 switching cycles are permitted.
- OSRAM reserves the right to make decisions regarding the validity of guarantee claims. This requires the return of the failed product for failure analysis.
- Legal warranty claims remain unaffected by this guarantee and shall remain valid concurrently and regardless of the latter.
- No guarantee is given on repaired or modified products.
- Guarantee claims will be handled by the OSRAM branch in the relevant country.

[List of countries](#)

