

# Warranty Terms - Replacement Parts

## GENERAL CONDITIONS

1. The warranty terms outlined in this document pertain ONLY to replacement parts sold by P.L. Light Systems for use in products outside of the relevant warranty period. All warranty claims made within a product's standard warranty period, should follow P.L. Light System's standard [Commercial Warranty](#) policy.
2. P.L. Light Systems warrants all replacement parts against defects in materials and workmanship for the standard periods outlined in paragraph 5 below—subject to stated limitations.
3. In the event of any warranty claim on replacement parts, customer is obligated (upon request) to provide P.L. Light Systems with all information required to conduct the warranty assessment. P.L. Light Systems reserves the right to deny warranty claim in the event that required information is not provided.
4. In the unlikely event that a replacement part(s) fails to operate within relevant warranty period listed below, P.L. Light Systems will replace the defective part (at P.L. Light Systems' discretion), at no charge to the customer. *Note that P.L. Light Systems reserves the right to request the return of the defective part.*
5. Standard warranty coverage periods (commencing 30 days after invoice date):
  - **DE HPS LAMPS:** typical warranty period of four (4) years or 10,000 burning hours (whichever comes first). The **exception is the Philips 1000W HPS DE AGRO Lamp** which carries a one (1) year warranty.
  - **DE MH LAMPS:** warranty period of one (1) year or 6,000 burning hours (whichever comes first)
  - **SE HPS E39 LAMPS:** warranty period of one (1) year or 6,000 burning hours (whichever comes first)
  - **SE CMH PGZX18 LAMPS:** warranty period of one (1) year or 6,000 burning hours (whichever comes first)
  - **MAGNETIC BALLASTS:** warranty period of one (1) year
  - **ELECTRONIC BALLASTS:** warranty period of one (1) year
  - **LEGACY PARTS:** warranty period of ninety (90) days for all legacy parts i.e. parts no longer used in P.L. Light Systems' standard product offerings (incl. ballasts, capacitors, ignitors and lamps)
6. Terms of warranty are valid only when products/parts are operated under normal conditions. Warranty is void if damage/failure is caused by/as a result of any of the following:
  - failure to install part(s) and/or operate product in accordance with local electrical codes and/or P.L. Light Systems' specifications.
  - part has been modified in any way from its original state
  - use of the part with any product/accessories not supplied by P.L. Light Systems.
  - use of the part other than for its intended purposes.
  - storage and/or use of the part/product in inadequately controlled environmental conditions (temperature, humidity, etc.).
  - accident, neglect, abuse, or acts of God (incl. lightning).
7. To submit a warranty claim for replacement parts, contact P.L. Light Systems' customer service department at 1-800-263-0213, Monday – Friday, between 8:00am and 4:30pm (EST); or via email [info@pllight.com](mailto:info@pllight.com).

