

# Warranty Information

## STANDARD WARRANTY

### Limited Warranty on Lamps:

#### Venture Lighting statement on lamp life

For years, most lamp manufacturers have used typical life expectancy as the basis for lamp replacements under warranty. Venture Lighting International understands the parameters involved in life expectancy and also uses typical life expectancy curves as part of their lamp warranty. Venture is aware of their customers' needs and offers additional warranty protection.

#### Warranty

1. Upon receipt and/or initial installation by the customer, Venture Lighting International will replace any lamp determined to be defective in materials, workmanship, or proper operating parameters.
2. Venture Lighting will replace any lamp that fails within one year from the purchase date (based on 5000 hrs./yr. operation) when the failure is determined to be lamp related. (Applies to lamps with life ratings of greater than 7500 hrs.)
3. During economic life, Venture Lighting will supply replacement lamps for failed lamps in excess of the failure rate projected by life expectancy curves, when the lamps are operated correctly and in accordance with the guidelines outlined in this technical guide.

#### Lamp Performance

All performance ratings are based on lamp testing at rated watts, under controlled conditions, using primary AC electrical circuits with the highest quality auxiliary equipment. The performance of any lamp may vary somewhat under typical service conditions. All lamp specifications and ratings are subject to change without notice.

#### Limited Warranty on Ballasts:

Venture® ballast products are warranted free from manufacturing and workmanship defects for a period of two years from the date of shipment. During this period, Venture will, at its option, repair or replace ballast products which prove to be defective or out of specification. This warranty is granted by Venture only to the original purchaser or first end-user of such ballast products.

This warranty is conditional upon installation, maintenance and operation in accordance with Venture's instructions and specifications set forth in the purchase order or contract at the time of order and in accordance with the standards of The National Electric Code (NEC), Underwriters' Laboratory, Inc. (UL) and the American National Standards Institute (ANSI) and, in Canada, with the standards of the Canadian Standards Association (CSA). Damage by misuse or abnormal conditions of storage, installation, maintenance or operation, including, but not limited to, excessive temperatures or evidence of partial or complete disassembly beyond normal maintenance or expansion procedure void this warranty in its entirety. The conditions of any tests performed concerning any ballast product claimed to be defective in accordance with the terms of this warranty shall be mutually agreed upon in writing between the original purchaser or first end-user and Venture and Venture may be represented at any such test.

No implied statutory warranty of merchantability or fitness for a particular purpose shall apply beyond the afore-mentioned warranty period. This warranty excludes other warranties, expressed or implied and is the exclusive remedy of the claimant. Venture shall not be liable for any special, indirect or consequential damages. Venture's liability on any claim of any kind, nature or description arising out of, resulting from or concerning any aspect of this warranty agreement or from the product or services furnished hereunder shall not exceed the price of the specific ballast or ballasts which give rise to the claim. For warranty service or repair, the buyer shall prepay all shipping charges to

Venture and Venture shall pay shipping charges to return the repaired or replaced item to the buyer. However, the buyer shall pay all shipping charges, duties and taxes for products returned to Venture from a country other than that of the United States of America.

#### Product replacement/liability limits

The foregoing warranty shall be the sole and exclusive remedy of the purchaser and Venture's sole and exclusive remedy to the purchaser. **NO WARRANTY OF FITNESS FOR ANY SPECIFIC OR PARTICULAR PURPOSE IS MADE OR IS TO BE IMPLIED. NO OTHER WARRANTY APPLIES.** Venture will not, under any circumstance, whether as a result of breach of contract, warranty tort or otherwise, be liable for any costs or damages, including lost profits or revenues, incidental, special or consequential damages. Some states or provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which may vary from state to state and province to province. No distributor, salesperson, dealer, retailer or other representative has the authority to change or modify this warranty, either orally or in writing, in any respect.

#### Dimming Policy

Warranty policy on the dimming of Venture Lighting International metal halide lamps:

**WARRANTY POLICY:** Venture Lighting International, Inc. agrees to extend a limited one-year warranty on lamp life for lamps operated on dimmable control gear, provided the following conditions are met:

- 1) A lamp must never be started by a ballast in the dimmed operating mode.
- 2) During any lamp start (cold or hot restart), the ballast must meet all of the requirements for starting and sustaining a lamp described in ANSI lamp standard C78.43.
- 3) The lamp must be allowed to warm up for at least 10 minutes after the lamp has started (20 minutes for lamp wattages greater than 450). Only then can dimming begin.
- 4) For system design purposes, an ANSI reference lamp cannot be dimmed below 50% of the rated lamp wattage at 90% input voltage for CWA or CWI ballasts.
- 5) Operating position requirements are
  - Base up  $\pm 15^\circ$ , only, for probe start or pulse start lamps designated as U, BU, HBU
  - Vertical  $\pm 15^\circ$ , only, for pulse start lamps designated as U, V
  - Base down  $\pm 15^\circ$ , only, for pulse start lamps designated as BD, HBD
  - Horizontal  $\pm 75^\circ$  for pulse start lamps designated as H75/PS/740 and H75/PS/737
- 6) The ballast input voltage must be kept within the accepted line voltage range for the ballast type ( $\pm 10\%$  for CWA or CWI ballasts) at all times in dim and full power modes
- 7) The dimming device should not allow the ballast current crest factor to exceed 1.8

## "ONE CALL" WARRANTY

Venture's "One Call" limited warranty program is first in the industry in its comprehensive system coverage. It doubles the warranty period on lamps and ballasts purchased and installed as part of the Uni-Form® pulse start system. Since Venture designs and manufactures the lamps and ballasts, customers who purchase a complete system need to make only "one call" to receive full service on any component from Venture's team of technical experts. This means no finger pointing; one source, one call to 1-800-451-2606 for service. Technical assistants will answer all your questions.

#### Warranty Activation/Service Claims - You Must Register

To activate the One Call warranty, Venture must receive a completed registration form within 30 days after installation of the Uni-Form pulse start system. You may complete the registration form on Venture's web site at [www.venturelighting.com](http://www.venturelighting.com) or call our toll-free number to have the form sent to you. Venture will send an acknowledgment for each registration received. For information, service, technical assistance or replacement claims, call the One Call toll-free number at 1-800-451-2606. If a lamp or ballast in the Uni-Form pulse start system fails to operate within the warranty period (based on a maximum 5000hrs./yr. operation and normal mortality), Venture will provide a free replacement. No reimbursement for labor is made for lamp or ballast replacement.

#### Warranty Terms And Conditions

Venture's One Call warranty covers lamps and ballasts purchased and installed together as a Uni-Form system. The installation must be operated under proper environmental conditions and in accordance with current National Electrical Code, Underwriters Laboratory and ANSI specifications. This warranty will be voided if conditions demonstrate abnormal use or stress, such as operating temperatures in excess of maximum rated temperatures, under/over voltage conditions, excessive switching cycles or operating hours or improper lamp or ballast installation. The lamp warranty will be voided if Venture® lamps are replaced with any other manufacturer's lamps. The entire warranty will be voided if Venture ballasts are replaced with any other manufacturer's ballasts.

#### Product Replacement/liability Limits

The foregoing warranty shall be the sole and exclusive remedy of the purchaser and Venture's sole and exclusive remedy to the purchaser. **NO WARRANTY OF FITNESS FOR ANY SPECIFIC OR PARTICULAR PURPOSE IS MADE OR IS TO BE IMPLIED. NO OTHER WARRANTY APPLIES.** Venture will not, under any circumstance, whether as a result of breach of contract or warranty tort, or otherwise, be liable for any costs or damages, including lost profits or revenues, incidental, special or consequential damages.

Venture reserves the right to examine all failed lamps and ballasts purchased as part of a Uni-Form system. Some states or provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. No distributor, salesperson, dealer, retailer or other representative has the authority to change or modify this warranty, either orally or in writing, in any respect. This warranty gives you specific legal rights and you may also have other rights which may vary from state to state and province to province.

Ballasts/Lamps	Product Type	Standard Warranty Period	"One Call" System Warranty
	50W, 70W, 100W, 125W	One Year	One Year
150W, 175W, 200W, 250W	One Year	Two Years	
320W, 350W, 400W, 450W	One Year	Two Years	
575W, 775W, 875W	One Year	Two Years	
Magnetic Ballasts	Two Years	Five Years	
Electronic Ballasts	Two Years	Three Years	



# Warranty Information

TECHNICAL INFORMATION

## "One Call" System Warranty Registration

To receive warranty service, register any installation featuring Uni-Form® pulse start systems. Warranty coverage begins on the date of installation. Call 1-800-451-2606 with any questions.

**Complete and Return To:**  
**Venture Lighting International, Inc.**  
10295 Philipp Parkway  
Streetsboro, Ohio 44241

**Complete and Fax To:**  
**Venture Lighting International, Inc.**  
1-800-451-2605

Rep Agency: \_\_\_\_\_  
Contact: \_\_\_\_\_

Distributor: \_\_\_\_\_  
Contact: \_\_\_\_\_

### Installation Information

Today's Date: \_\_\_\_\_

Job Name: \_\_\_\_\_

Location Name: \_\_\_\_\_ Installation Date: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State/Province: \_\_\_\_\_ Zip/Postal Code: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Phone: \_\_\_\_\_

### Description and Product # (as shown on product packaging)

Fixture Type	Manufacturer	Qty	Lamp Product #	Lamp Description	Ballast Product #	Ballast Description
C	Brite Lite Mfg	126	MP 350W/CN/IPS	350W, coated, open rated	V90U7521C	350W Opti-Wave

(Optional) Restrike Controls Product Number \_\_\_\_\_ Quantity \_\_\_\_\_

Fixture Description and Item#: \_\_\_\_\_

Note: Must include Venture® lamps and ballasts purchased together as a system to qualify. Sales order from distributor and invoice from fixture manufacturer, if new fixture is involved, must accompany this form to validate the system warranty.

Note: This form must be completed and returned to Venture within 30 days of installation.

