

# ELECTRONIC BALLAST LIMITED WARRANTY

Inter-Global warrants that its fluorescent electronic ballast shall be free from defects in material and workmanship and will be of the designated kind and quality for the assigned period listed below from the date of manufacture.

Part Number	Warranted for this Period
IG5-13ELS	2 Years (maximum case temp. of 75°C)
IG13-20EL	2 Years (maximum case temp. of 75°C)
IG13-20EL/T9	2 Years (maximum case temp. of 75°C)
IG13-20ELSX	2 Years (maximum case temp. of 75°C)
IG13-20ELSXH	2 Years (maximum case temp. of 90°C)
IG130ELSX	2 Years (maximum case temp. of 75°C)
IG25-32ELSX	2 Years (maximum case temp. of 90°C)
IG213-20ELSX	2 Years (maximum case temp. of 90°C)
IG226-32ELSX	2 Years (maximum case temp. of 90°C)
IG230ELSX	2 Years (maximum case temp. of 75°C)
PS2/832EL-120	2 Years (maximum case temp. of 75°C)
PS232EL-120H	2 Years (maximum case temp. of 90°C)
IG214-32ELT8	2 Years (maximum case temp. of 75°C)

Inter-Global makes no warranty whatsoever with respect to any electronic ballast not installed and operated in accordance with the current edition of the National Electrical Code, the standards of safety of Underwriters Laboratories, the standards of the American National Standards Institute and specific instructions provided by Inter-Global for installation and operation of the electronic ballast.

If it appears within the said warranty period that any Inter-Global electronic ballast does not meet the warranty specified above, the customer must give written notice of their warranty claim and return the electronic ballast, at the customer's expense to Inter-Global. Within sixty (60) days of receipt, Inter-Global shall at its expense and option correct any defects by either repairing or replacing the defective part(s) or the electronic ballast. This warranty is not applicable to any ballast subjected to abnormal stresses, operating conditions and operating conditions including lamp mismatch applications.

TEMPERATURE ON ELECTRONIC BALLAST CASE SHOULD NOT EXCEED 75°C. Inter-Global cannot be responsible for non Inter-Global equipment which is attached to or used in conjunction with the electronic ballast and all such equipment is expressly excluded from Inter-Global's warranty. High Power Factor models not recommended for use with electronic type photo sensors. Selected electronic models equipped with lamp end-of-life safety protection. Technical data represents nominal value. Actual value from individual electronic ballast may vary.

The foregoing warranty is exclusive of all other statutory written or oral warranties of any kind given or herein expressed. Inter-Global hereby disclaims any implied statutory warranty or implied warranty of merchantability or fitness for a particular purpose.

Under no circumstances whether as a result of breach of contract, breach of warranty, tort strict liability or otherwise, will Inter-Global or any distributor or sales representative be liable for consequential, incidental, special or exemplary damages, including but not limited to loss of profits, loss of use or damage to any property or equipment, cost of capital, cost of substitutes, products facilities or services, down time cost or claims of Inter-Global's customers.

The Liability of Inter-Global or any distributor or sales representative on all claims of any kind for any loss or damage arising out of, resulting from or concerning any aspect of this limited warranty, from the electronic ballast furnished, shall not exceed the price of the specific electronic ballast which gives rise to the claims.

## REPAIR OR REPLACEMENT FOR ELECTRONIC BALLAST UNDER WARRANTY

**Step 1** Contact Inter-Global within 30 days of discovery to explain the nature of the defect:

- BY MAIL - Inter-Global Warranties, 6333 Etzel Avenue, St. Louis, MO 63133-1998
- BY PHONE - 1-800-325-7364
- BY FAX - 314-721-6333
- BY E-MAIL - info@interglobal-inc.com

**Step 2** You may be instructed to send some or all of the units back for evaluation. In some cases a complete lighting fixture will be required for testing. You will be given a Return Authorization (RGA) Number. This number must appear on all cartons, packaging slips, debit memos and other correspondence. No merchandise will be accepted without a valid RGA number marking the shipment. The electronic ballast must be returned freight prepaid-COLLECT SHIPMENTS WILL BE REFUSED.

**Step 3** The returned electronic ballast will be evaluated by Inter-Global to determine if it is covered under the Limited Warranty.

**ELECTRONIC BALLAST UNDER WARRANTY** - When all of the following conditions exist, the returned electronic ballast will be considered under warranty and will be repaired or replaced at the option of Inter-Global.

1. The electronic ballast was manufactured less than the specific warranty period earlier than the date of return.
2. It is determined by Inter-Global that the electronic ballast was installed and operated in accordance with the current edition of the National Electrical Code, the standards for safety of Underwriter's Laboratories, Inc. the standards of the American National Standards Institute and the specific instructions provided by Inter-Global for installation and operation of the electronic ballast.
3. The electronic ballast does not operate according to Inter-Global specifications, due to defects in material or workmanship.
4. The electronic ballast manufacturing date code has not been altered or is not missing (DATE CODE - Each electronic ballast is marked with a date code in the form of a sticker or stamped into the case depending on the type of unit). The first two digits represent the year, and the next two digits represent the month of the year of manufacture.
5. The electronic ballast was not damaged due to physical abuse and was returned in adequate packaging to prevent damage to the electronic ballast.

**ELECTRONIC BALLAST NOT UNDER WARRANTY** - Any electronic ballast determined by Inter-Global not to be under warranty will be returned to the customer (freight paid by customer), or destroyed, at the customer's option.

**ELECTRONIC BALLAST CHANGE OUTS** - If Inter-Global has determined, at its sole discretion, to approve a electronic ballast change out, it will pay a labor allowance to the party replacing the electronic ballast in an amount Inter-Global, at its sole discretion, believes reasonable.

*No labor allowance will be authorized or paid until the following conditions are satisfied:*

1. In no case shall Inter-Global be responsible for any labor charges incurred without prior authorization being given by Inter-Global, regardless of the number of electronic ballast items involved.
2. After necessary change-outs have been completed, all electronic ballast items involved must have been returned to Inter-Global under a previously assigned RGA number.
3. Upon inspection by Inter-Global, the electronic ballast must be found to be under warranty and eligible for repair or replacement according to the criteria listed in Inter-Global's Limited Warranty. Should any electronic ballast returned to Inter-Global be found to not qualify for repair or replacement under Inter-Global's Limited Warranty, the electronic ballast will be returned to the customer or destroyed at the customer's option.