

# MAGNETIC BALLAST LIMITED WARRANTY

Inter-Global, Inc. ("Inter-Global") warrants to the purchaser that its fluorescent lamp ballasts ("ballast(s)") 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
IG90	3 Years (maximum case temp. of 90°C)
IG9OP	3 Years (maximum case temp. of 90°C)
IG9CP	3 Years (maximum case temp. of 90°C)
PS2/809ML-120	3 Years (maximum case temp. of 75°C)
IG13OP	3 Years (maximum case temp. of 90°C)
IG13CPWH	3 Years (maximum case temp. of 90°C)
PS2/813ML-120	3 Years (maximum case temp. of 75°C)
IG13ML-120	3 Years (maximum case temp. of 90°C)
IG13MH-120	3 Years (maximum case temp. of 90°C)
IG15-20	3 Years (maximum case temp. of 90°C)
IG28OP	3 Years (maximum case temp. of 90°C)
IG220N-120P	3 Years (maximum case temp. of 90°C)
IG320HPF-120PHL	3 Years (maximum case temp. of 90°C)

Inter-Global makes no warranty whatsoever with respect to any ballast not installed and operated in accordance with the current edition of the National Electrical Code, the Standards of 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 ballast.

If it appears within the said warranty period that any Inter-Global ballast does not meet the warranty specified above, the purchaser must give written notice of its warranty claim and return the ballast, at purchaser's expense, either to Inter-Global or an authorized sales representative in purchaser's geographic area. 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 ballast.

The foregoing warranty is exclusive of all other statutory written or oral warranties and no other warranties of any kind, statutory or otherwise, are 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 substitute products, facilities or services, down time cost or claims of purchaser'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, or from the ballasts furnished, shall not exceed the price of the specific ballast which gives rise to the claims.

## REPAIR OR REPLACEMENT FOR BALLASTS 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 an RGA (return goods authorization) number. This number must appear on all cartons, packing slips, debit memos and other correspondence. No merchandise will be accepted without a valid RGA number marking the shipment. The ballasts must be returned freight prepaid - COLLECT SHIPMENTS WILL BE REFUSED.

RETURN MERCHANDISE TO 6333 ETZEL AVE., ST. LOUIS, MO 63133-1998

**Step 3** The returned ballasts will be evaluated by Inter-Global to determine if they are covered under its Limited Warranty.

**BALLASTS UNDER WARRANTY** - When all of the following conditions exist, returned ballasts will be considered under warranty and will be repaired or replaced at the option of Inter-Global:

1. The ballast was manufactured less than the specific warranty period earlier than the date of return.
2. It is determined by Inter-Global that the 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 ballast.
3. The ballast does not operate according to Inter-Global specifications, due to defects in material or workmanship.
4. The ballast manufacturing date code has not been altered or is not missing. (DATE CODE - Each ballast is marked with a date code in the form of a sticker or stamped into the channel frame depending up on the type of unit.) The first digit represents the year, and the next two digits represent the month of the year of manufacture.
5. The ballast was not damaged due to physical abuse and was returned in adequate packaging to prevent damage to the ballast.

**BALLASTS NOT UNDER WARRANTY** - Ballasts 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.

**BALLAST CHANGE-OUTS** - If Inter-Global has determined, in its sole discretion, to approve a ballast change-out, it will pay a labor allowance to the party replacing the ballast in an amount which Inter-Global, in its sole discretion, believes to be reasonable. This labor allowance is intended to contribute towards defraying the actual replacement labor cost.

*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 ballasts involved.
2. After necessary change-outs have been completed, all ballasts involved must be returned to Inter-Global under a previously assigned RGA (Return Goods Authorization) number.
3. Upon inspection by Inter-Global, the ballasts 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 ballasts returned to Inter-Global be found to not qualify for repair or replacement under Inter-Global's Limited Warranty, the ballasts will be returned to the customer (freight paid by customer) or destroyed at the customer's option.
4. Inter-Global must receive an invoice for labor charges involving the change-out of corresponding ballasts.