



BLUE RIBBON SYSTEM®



Combination Lamp and Ballast System Limited Warranty (Subject to change without notice)

Fulham Co., Inc. (Fulham) warrants Fulham Lamps installed on Fulham WorkHorse®, RaceHorse®, PONY® (NPY, SC), WHAM®, and LongHorse® Ballasts to be free from defects in material and workmanship and to operate from the date of installation (or date of manufacture if installation date is not known or available) for the time periods and subject to the Terms and Conditions specified below. If lamps fail to operate for the warranty period,

Fulham will provide a free replacement Lamp (but no labor allowance). If a Fulham Ballast fails to operate within the warranty period, Fulham will provide a free replacement Ballast and labor allowance in accordance with the “Labor Options” set forth below.

TERMS AND CONDITIONS

Fulham lamps and RaceHorse, PONY, WorkHorse, WHAM, or LongHorse ballasts must be installed together as a system and be installed and operated under suitable environmental conditions and in accordance with the latest National Electrical Code, Underwriters Laboratories Bulletins, and ANSI Specifications. This warranty will not apply in the event of conditions demonstrating abnormal use or stress, such as operating temperatures in excess of maximum rated temperatures, under/over voltage conditions, excessive switching cycles (see above Note #1) or operating hours, dirty or cracked sockets, or improper lamp or ballast installation. Replacement of Fulham lamps with lamps of other manufacturers will void the lamp portion of this warranty. Replacement of the Fulham ballast with any other ballast will void the entire warranty.

WARRANTY ACTIVATION / SERVICE CLAIMS

The Blue Ribbon System® warranty is automatically activated after Fulham receives a completed Blue Ribbon System® warranty registration form within 30 days after installation. An acknowledgment will be sent for each registration along with a reference number for future correspondence. Service claims can be made by contacting (323) 599-5000 to initiate the process for Warranty Service.

LABOR OPTIONS (Ballast only)

No labor allowance is made for any lamp replacement, during the warranty period. Fulham provides for several labor options for Ballast service under the Blue Ribbon System® warranty program.

1. FULHAM will provide the purchaser a \$10.00 per ballast labor reimburse to install the ballast replacement, or
2. FULHAM will contact a service provider and coordinate replacement at no cost to the user of the ballast.
3. **Labor options must be pre-approved by FULHAM. Any labor option or cost that is not pre-approved will not be eligible for reimbursement.**

RETURN OF DEFECTIVE PRODUCT

After contacting Fulham and receiving a Return Merchandise Authorization (RMA) number, the user shall promptly return the product at the user's expense to Fulham after receiving instructions as to if, when and where to ship product. Failure to follow this procedure shall void this warranty.

REPLACEMENT OF PRODUCT, LIMITS OF LIABILITY The foregoing shall constitute the sole and exclusive remedy of the purchaser and the sole and exclusive liability of FULHAM. NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IS MADE OR IS TO BE IMPLIED. FULHAM will not, under any circumstance, whether as a result of breach of contract or warranty, tort, or otherwise, be liable for any incidental, special or consequential damages, including lost profits or revenues or any other costs or damages. FULHAM reserves the right to examine all failed lamps and/or ballasts and reserves the right to be the sole judge as to whether any lamps and/or ballasts are defective and covered under this warranty.

System	Lamp	Ballast Warranty Period ²	Lamp Warranty Period
RaceHorse ¹	Fulham T5 EX and T5HO EX	60 mos.	36 mos.
PONY (NPY, SC)	Fulham T5 EX and T5HO EX	24 mos.	36 mos.
WorkHorse	Fulham T5 EX and T5HO EX	60 mos.	24 mos.
WHAM	Fulham T5 EX and T5HO EX	60 mos.	24 mos.
LongHorse	Fulham T5 EX and T5HO EX	60 mos.	24 mos.
RaceHorse ¹	Fulham TE, QE, TRE Series	60 mos.	12 mos.
PONY (NPY, SC)	Fulham TE, QE, TRE Series	24 mos.	12 mos.
WorkHorse	Fulham TE, QE, TRE Series	60 mos.	12 mos.
WHAM	Fulham TE, QE, TRE Series	60 mos.	12 mos.
LongHorse	Fulham TE, QE, TRE Series	60 mos.	12 mos.

*Note – Fluorescent warranty periods are based on a 3-hour minimum cycle, unless otherwise noted, with a maximum of 4000 hours per year. Other operating cycles may affect warranty period. Lamp warranty can renew when installation is group re-lamped, contact Fulham customer service for details.

1 Occupancy sensor application, 15 minute/start minimum, allowed with RaceHorse®.
2 Maximum Case Temperature <70°C, for normal environmental operating conditions (40°C max. ambient) unless noted. Refer to product specifications for details.

QUESTIONS?

Please call customer service at (323) 599-5000 or contact your local Fulham representative.



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Registration Form

Photocopy the form below and use it to register any installation featuring Fulham RaceHorse[®], PONY[®] (NPY, SC), WorkHorse[®], WHAM[®] or LongHorse[®] ballast systems. The warranty coverage begins from the date of installation, but you must register an installation in order to receive warranty service.

Installation Information						
Location Name:						
Address:						
City:		State:			Zip:	
Send Registration To:						
Address:						
City:		State:			Zip:	
Contact Name:				Phone:		
Email:						
Operating Hours:		hours/day	days/year	Installation Date:		
Occupancy Sensors:		Yes	No			
Comments						
Type & Quantities (Description & NAED item # as shown on label or packaging)						
Ballast Description	NAED Item #	Quantity	Lamp Description	NAED Item #	Quantity	Comments
Please Complete and Return To: FULHAM COMPANY Attn: Warranty Dept. 12705 South Van Ness Ave., Hawthorne, CA 90250 Tel #:(323) 779-2980 Email: customerservice@fulham.com				Or Complete and Fax To: FULHAM COMPANY Fax #: (323) 754-9060		