



LEDVANCE INDUSTRIAL WARRANTY

More systems covered. More options. More peace of mind.

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LEDVANCE LIMITED WARRANTY BY PRODUCT CATEGORY

Terms and Conditions Apply
Subject to change without notice.
Last updated 2/24/26

LEDVANCE LLC and LEDVANCE Ltd. / Ltée (LEDVANCE) is pleased to provide a limited warranty for the products listed on the www.ledvance.com/en-us website that are primarily used in industrial or commercial applications (For the use in US and Canada).

If you would like to file a claim by email or online select from one of the three options below options below:

- [PCR Form Paper Copy - English](#)
- [PCR Online Form](#)
- [Small Claim PCR Form Paper Copy - English](#)
 - This form is for **replacements only** and applies to fixtures (fewer than 5 total), linear lamps (fewer than 25 total), and all other lamps, ballasts, or drivers (fewer than 5 total); **it does not apply to EV chargers.**
- [Warranty Registration Form](#)
- [Warranty Terms and Conditions](#)

Trade Warranty
800-654-0089
warranty.service@ledvance.com

If you prefer to **call** in your claim, please have the following information ready:

1. Issue description (what happened or is wrong with the product)

2. Preferred resolution (replacement or credit); note it is at the sole discretion of Ledvance which resolution method is provided

3. Your contact information

4. Address where you want the replacement shipped

5. Contacts (Installation address & job-site contacts)

6. Product details + date code, including installation date

7. Quantities installed vs. defective for each model involved in the claim

8. Operational conditions (usage, environment, sensors)

LUMINAIRES

LUMINAIRES



EDUCATIONAL FIXTURE 10 YEAR WARRANTY (LIMITED BASED OFF 2500 MAX PER YEAR)



LED TUBES



LED LAMPS



TRADITIONAL LAMPS



SMART+ LED PRODUCT



EV CHARGING



LED POWERSUPPLIES, DRIVERS AND BALLASTS



EMBB AND EMERGENCY LIGHTING/EXIT LIGHTING



CONTROLS



BALLAST COMPATIBILITY LIST



SUBSTIKIT™ LED TYPE C SYSTEM AND MAGNETIC BAR RETROFIT KITS



SUBSTITRONIC™ LED T8 SYSTEM LIMITED WARRANTY



COMBINATION LAMP AND BALLAST SYSTEM LIMITED WARRANTY



60 MONTH SYSTEM LIMITED WARRANTY



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EV CHARGERS

COMPANY

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