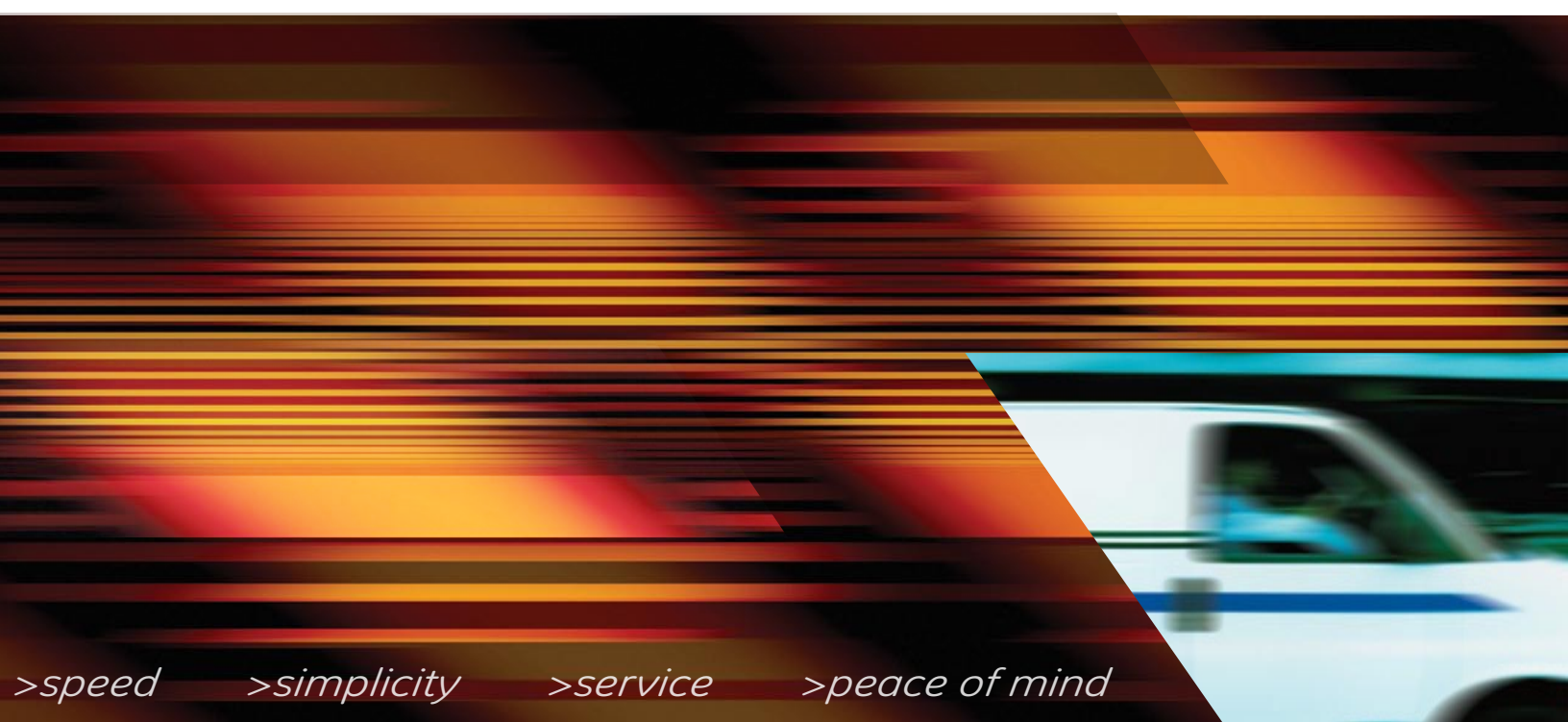


# Express

Ballast Warranty Services by GE

The direct route to solutions and results.



*>speed    >simplicity    >service    >peace of mind*



imagination at work

# Express Ballast Warranty Services

Our warranty and service back the quality lines you trust

GE UltraMax®, UltraStart® and Proline® Electronic Ballasts

GE Compact Fluorescent Lamp Ballasts

GE Electromagnetic Ballasts

GE Electronic High Intensity Discharge (eHID) Ballasts

GE Electromagnetic High Intensity Discharge (HID) Ballasts

Whether you're using our ballasts as a product component, selling them across your counter, installing them at your jobsite or enjoying the benefits of efficient, lamp-friendly operation, GE works *with* your business to take care of warranty issues quickly and efficiently.



## Express Ballast Warranty Services Summary

	GE Account Holders		Non-account Holders		
	OEMs	Distributors	Contractors	Installers	End-users
Dedicated phone support	•	•	•	•	•
Online support	•	•			
Credit	•	•			
Replacement product	•	•	•	•	•
Service support	•	•	•	•	•

For details, please refer to the complete terms of the "GE Consumer & Industrial Ballast Limited Warranty." Request a copy at 1-888-GEBALLAST or [www.gelighting.com](http://www.gelighting.com). Go to the [Commercial Products](#) page and select "Ballasts."

# GE is *your* direct route to solutions and results.

With *Express Ballast Warranty Services* by GE, your ballasts are now backed with a full complement of premier advantages, including:

- a simple, clear and comprehensive product limited warranty
- direct access to GE for rapid response and results
- flexible options to best meet your needs
- helpful technical information and assistance



Whether you specify, sell, install or depend on GE ballast and lamp systems, you know you have industry-leading quality and innovative technology at work for you.

And now you have the unprecedented speed, simplicity and expert support of our premier ballast warranty services program.

We've even made learning about it quick and easy for you. Look at the warranty features, direct access and flexible options that are available should you need them – all part of our superior commitment to you.

>Distributor >OEM >Contractor >Installer >End-User

## Your dedicated ballast connection.



GE professionals answer your call and provide prompt, knowledgeable assistance on any technical or warranty questions you may have.

If a GE ballast performance issue arises, any customer may call **1-888-GEBALLAST (432-2552)** to speak with us personally. This line is exclusively reserved for ballast warranty services and support – and it's your direct connection to our experts.

Particularly ideal for the contractor and end-user, this option helps save valuable time by offering:

- technical information about ballasts
- warranty clarification and claim entry assistance
- the most efficient service/labor solution available
- highest-priority shipping status for your replacement needs
- claim-tracking coordination to keep you precisely informed at any time



>Distributor >OEM >Contractor >Installer >End-User

## EliteNet authorized access.


Our 24/7 self-serve Internet site gives GE account holders instant hands-on access to features including:

- step-by-step warranty claim initiation for GE ballasts and service
- account holder reimbursement within 24 hours
- replacement ballast delivery within a week of claim entry
- email and online tracking of replacement and return ballast shipments
- complimentary shipping labels for easy product returns (if required)
- on-site service initiation (if applicable)



For distributor and OEM account holders, EliteNet is the expedient route to the entire warranty claim process – including the valuable product and service support you may need. Simply log on and select the “Create A Request” tool.

[www.geelitenet.com](http://www.geelitenet.com)



*This is the Express Ballast  
Warranty Services program  
by GE. It's included with every  
GE linear fluorescent, CFL and  
HID ballast we sell. And it's  
uniquely designed to back both  
our products and your ultimate  
satisfaction with them – like no  
other name in lighting.*



## National Service Network

While entering a claim through 1-888-GEBALLAST or your EliteNet account, you can also make on-the-spot requests for replacement ballasts and service needs.

For expedience, we'll dispatch a GE approved installer from our national network to the jobsite. GE arrives with both service and product – making the replacement process simple, direct and hassle-free.

With our service network, GE provides prompt resolution for pre-qualified costs in obtaining replacement ballasts and services.

## System Limited Warranty

(See the GE Consumer & Industrial System and Ballast Limited Warranty for full details and specific lamp cycle requirements.)

GE Lamps operating on GE Ballasts*	Lamp Warranty **	Electronic Ballast Warranty	Electromagnetic Ballast Warranty
<b>Compact Fluorescent Lamp</b>			
Double Biax®: 13-, 18-, 26-watt 4-pin base	1 year after date of purchase or 4000 hours of operation	5 years from date of manufacture	2 years from date of manufacture
Triple Biax®: 13-, 18-, 26-, 32-, 42-watt	1 year after date of purchase or 4000 hours of operation	5 years from date of manufacture	2 years from date of manufacture
2D®: 10-, 16-, 21-, 28-, 38-watt	1 year after date of purchase or 4000 hours of operation	5 years from date of manufacture	2 years from date of manufacture
<b>Linear Fluorescent Lamp</b>			
F25T12***	3 years after date of purchase or 10,500 hours of operation	5 years from date of manufacture	-
F28T8, F32T8, F32T8WM	3 years after date of purchase or 10,500 hours of operation	5 years from date of manufacture	-
F28T8/XL, F32T8/XL, F32T8/XL/HL, F32T8/XL/WM	3 years after date of purchase or 12,500 hours of operation	5 years from date of manufacture	2 years from date of manufacture
F32T8 SXL, F32T8/25W	4.5 years after date of purchase or 15,750 hours of operation	5 years from date of manufacture	-
F14T5HE, F21T5HE, F28T5HE, F35T5HE, F54T5HO	4 years after date of purchase or 14,000 hours of operation	5 years from date of manufacture	-
F14T5/WM, F21T5/WM, F28T5/WM, F35T5/WM, F54T5/WM	3.5 years after date of purchase or 12,500 hours of operation	5 years from date of manufacture	-
F28WT5/HL	3 years after date of purchase or 10,500 hours of operation	5 years from date of manufacture	-
F96T8, F96T8/HO	2 years after date of purchase or 8,000 hours of operation	5 years from date of manufacture	-
F96T8/XL, F96T8/XL/WM, F96T8/XL/WMP	3 years after date of purchase or 10,500 hours of operation	5 years from date of manufacture	-
<b>HID Lamp</b>			
CMH® ConstantColor® SPXX: 250-, 320-, 350-, 400-watt	1 year after date of purchase or 5000 hours of operation	5 years from date of manufacture	2 years from date of manufacture
PulseArc®: 250-, 320-, 350-, 400-watt	1 year after date of purchase or 5000 hours of operation	5 years from date of manufacture	2 years from date of manufacture

\* Includes GE covrGuard® lamps

\*\* Based on either purchase date or hours of operation, whichever comes first

\*\*\* F25T12 only on GE normal light output UltraMax® ProLine® or Multi-Volt ProLine® instant start ballasts

Contact your GE Lighting Account Manager to discuss all the advantages of our *Express Ballast Warranty Services*, or:

For detailed ballast and lamp specifications – [www.gelighting.com](http://www.gelighting.com)

For order, technical or warranty assistance, call: 1-888-GEBALLAST (432-2552)

GE Consumer & Industrial, Nela Park, 1975 Noble Rd., Cleveland, OH 44112

Transforming the **POWER** of light™



GE Consumer & Industrial

GE reserves the right to provide to the customer ("GE account holder") credit or cash (for external customers) in lieu of replacement product or service. Should any customer insist upon using his/her own service provider, GE will only reimburse at a pre-approved rate equivalent to its own in-network provider rate. The GE Ballast Limited Warranty provides for GE to inspect any failed ballast to determine the cause of the failure. However, only ballast failures that exceed an established threshold will most frequently require analysis.

GE has a policy of continuous improvement of its products and we reserve the right to change materials and specifications without notice.

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Pub No. 73333