



US



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:

- [Warranty Form Paper Copy-English](#)
- [Warranty Online Form](#)
- [Small Claim Warranty 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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PROFESSIONAL LIGHTING

LIGHT FOR CONSUMERS

EV CHARGERS

COMPANY

SELECTED COUNTRY

United States & Canada - English 

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