

Instructions on How to Handle A Faulty Ballast or Driver

We apologize for any inconvenience you are having regarding faulty ballasts or LED drivers supplied with your fixture(s). At Inter-lux, we proudly stand behind our products, whether they are our original parts or products manufactured by outside vendors and incorporated into our fixtures.

We understand the time sensitive nature of our industry and we strive to reach the quickest, most reasonable solution for any problem that may occur. In the case of a faulty ballast or LED driver, since we do not actually manufacture the ballast or driver, we request you contact the manufacturer directly **beyond 60 days from the date of shipment**.

Inter-lux deals exclusively with reputable suppliers that maintain their own warranty policies and departments to customer support. In fact, they will handle your issue much faster than if you go through us for the same service. Below you will find the names and warranty contacts for most of our ballast and driver suppliers. If you have any questions or difficulty dealing with the manufacturer please do not hesitate to contact Inter-lux for additional help.

Advance Ballast (Philips Advance)

1-800-372-3331 ask for Customer Support
Monday through Friday 8:30AM to 5:00PM EST
<http://www.usa.lighting.philips.com/connect/advance/>

eldoLED America, Inc.

(408) 451-9333 ask for Customer Support
<http://www.eldoled.com>
<http://www.sylvania.com/en-us/products/ballasts/Pages/default.aspx>

Fulham Co, Inc.

(323) 779-2980 ask for Customer Support
www.fulham.com

GE/Lightech

800.327.0097
Ltg_orders@ge.com
ge.com

IOTA Engineering

1-800-866-4682 ask for Customer Support
<http://www.iotaengineering.com/>

Lutron

1-888-588-7661 ask for Customer Support 8AM-8PM EST
www.lutron.com

Magtech Industries

(702) 364-9998 ask for Customer Support
<http://www.magtechind.com/>

Osram/Sylvania

1-800-654-0089
<http://www.sylvania.com/en-us/products/ballasts/Pages/default.aspx>

Philips Bodine

1-888-263-4638 ask for Technical Support
<http://www.bodine.com>

Thomas Research

847-515-3057
karee@thomasresearchproducts.com
thomasresearchproducts.com

Universal Lighting Technologies

1-800-BALLAST ask for Technical Support
<http://www.unvlt.com>