



PEERLESS ÉLECTRIQUE LTÉE
9145 rue Boivin, LaSalle, Québec H8R 2E5

NEW PROCEDURES FOR REPLACING DEFECTIVE BALLASTS

Effective May 14, 2007, all warranty claims for defective ballasts manufactured by Ultrasave, Osram/Sylvania and Advance will be handled by the ballast manufacturer. These new procedures, which are explained below, will greatly decrease the time involved regarding warranty issues. Please contact our order desk for warranty issues for all other ballast manufacturers.

ULTRASAVE

Complete the 'Request For Replacement Form' for all warranty claims, regardless of the quantity of ballasts. ULTRASAVE will contact you directly to process your warranty claim. The form is available on our website at www.peerless-electric.com. Click on 'Info Center' and then 'Ballast Warranty Forms'.

OSRAM/SYLVANIA

Complete either the PCR Quick Form or the PCR Job Form, depending on the type of warranty claim. In all cases, complete only one of the forms for each warranty claim. The forms are available on our website at www.peerless-electric.com. Click on 'Info Center' and then 'Ballast Warranty Forms'.

PCR Quick Form

- 1 to 10 defective fluorescent ballasts
- Accumulated defectives to a Distributor or,
- Lamp failures,

PCR Job Form

- Failures of lamps or ballasts in a project
 - Ballast replacement labour
 - Replacement Service Request.
-

ADVANCE

Complete the 'Ballast Field Service Form' for all warranty claims, regardless of the quantity of ballasts. Advance will contact you directly to process your warranty claim. The form is available on our website at www.peerless-electric.com. Click on 'Info Center' and then 'Ballast Warranty Forms'.