

# Return Material Request

Products purchased through Philips Emergency Lighting may be returned by following the steps listed below. Please refer to the [Return and Warranty Policy](#). Please follow the steps listed:

- Complete this Return Material Request form below in its entirety.
- Fill out the Engineering Application Form, on the back, only if needed.
- Email this completed form to [customercare.us.lighting@philips.com](mailto:customercare.us.lighting@philips.com) or submit the form using the button.

For additional information, please contact Philips Customer Service at 800-372-3331, Option 4.

## Step 1:

Company: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Job Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Email: \_\_\_\_\_ Phone: \_\_\_\_\_

Please click on the Customer type that best describes you:

[OEM](#)

[Rep](#)

[Electrical Contractor](#)

[Other](#)

## Step 2:

Purchase Order #	Model	Date Code	Quantity Purchased	Quantity to return	Reason for return
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					

By submitting this form you fully understand and agree with the terms and conditions stated in the Philips Emergency Lighting "[Return and Warranty Policy](#)".

# Engineering Application Form

In order to receive a copy of the Corrective Action report or the Failure Analysis, an RMA must be submitted and approved. In addition, this form must be filled out as complete as possible.

## Preliminary information

What is the Emergency ballast number? \_\_\_\_\_

Who is the Fixture Manufacturer? \_\_\_\_\_

How many fixtures are installed on the job? \_\_\_\_\_ How many have problems? \_\_\_\_\_

How many lamps should illuminate in emergency mode? \_\_\_\_\_

What is the Line Voltage? \_\_\_\_\_

Does emergency ballast have a wht/red wire **Yes** **No**

Is this a switched or unswitched fixture? **Yes** **No**

If applicable, are brown connectors open or closed? **Yes** **No**

What is the AC ballast make and model no.? \_\_\_\_\_

Which wiring diagram from installation instruction sheet is used for this application? \_\_\_\_\_

What lamp is used for this application? Please provide specific make and model. \_\_\_\_\_

## Normal operation check

Is the LED (charging indicator light) on with AC power applied?	Yes	No
Are all the lamps working with AC power applied?	Yes	No
Are both the emergency ballast and the AC ballast on the same branch circuit?	Yes	No

## Emergency operation

Does the LED go off when the test switch is depressed?	Yes	No
Does the emergency lamp(s) come on when the test switch is depressed?	Yes	No
Is the external battery/inverter connector closed?	Yes	No
With the circuit breaker off, does fixture operate properly in emergency mode	Yes	No

## Additional notes:

To submit these forms, email this completed form to [customercare.us.lighting@philips.com](mailto:customercare.us.lighting@philips.com).

A return material authorization (RMA) number will be issued within 2 business days of receipt, provided this form has been completed in its entirety.