

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 bodinerma@philips.com or submit the form using the button.

For additional information, please contact Philips Customer Service at 1-800-205-2517.

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 bodinerma@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.