

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 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 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.