



Warranty Inspection Form

At Halco Lighting Technologies, we are committed to quality and service. We measure our success by one standard, customer satisfaction. With this in mind, please fill out the warranty information below therefore we can properly inspect the material. Please fill out this form and provide it to your Customer Care Specialist.

CUSTOMER INFORMATION

PO Number: _____ Halco Sales Order Number: _____

Project Name/Reference Number: _____

Company Name: _____

Ship-To Address: _____

Ship-To City: _____ State: _____ Zip Code: _____

Site Contact Name: _____

Site Contact Phone: _____

Site Contact E-mail: _____

SKU Number: _____ Product Description: _____

QTY: _____

Repeat failure: Yes No

Safety hazard: Yes No

General description of problem:

OUTPUT / ILLUMINATION ISSUES

Input Voltage (VAC) for Driver: _____

Total lighting circuit count: _____

Total fixture count on each circuit: _____

Failed fixture count on each circuit: _____

If partially lit, what % luminated: _____

Did failure occur at initial startup?: Yes No

Does run time affect issue?: Yes No

Does temperature affect issue?: Yes No

Does issue begin at startup?: Yes No

Recent storms/power failures? Yes No

Were any sensors used?: Yes No

Are the connections secure?: Yes No

A 0-10VDC dimmer used?: Yes No

If dimmer used, what is the Type and Part Number:

If flickering/flashing, What is the duration?:

Dimmer settings (If flickering/flashing):

Dimmer settings (If flickering/flashing when making setting changes):

Length of operation, if failure did not occur on startup:

If sensor used, what is the Type and Part Number:

SUPPORTING INFORMATION

Please provide photos of installation and opened luminaire, if possible, with exception of product that is not field serviceable (consult specification sheets). Provide photos of packaging material, cartons, pallets, etc. for any reported damage or missing material. Provide photos with measurements for fit issues.

Application / Installation Details:

Troubleshooting / Background to Identify Reported Failure Mode:

Additional Information:

INTERNAL USE ONLY:

LED load specification- (VDC) @ ILED (mA): _____ Component QTY: _____
Component Part Number (Halco): _____ Driver date code: _____
Date Component Part Number (Manufacturer): _____