



Return Material Request: Emergency Lighting

Products purchased through Signify North America Corporation (“Signify”) may be returned by following the steps listed below. Please refer to the return and warranty policies for important information.

The return (RMA) policy can be found at <https://www.signify.com/en-us/brands/bodine/sales/returns>.
The warranty policy can be found at <https://www.signify.com/en-us/support/warranties>.

Complete the entire Return Material Request Form (on the front).	Fill out the Engineering Application Form (on the back) only if needed.	Upload this completed document to www.usa.lighting.philips.com/support/connect/contact-us/contact-us .	For more information, please contact customer service at 1 (888) 263-4638 .
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Please follow the steps listed below

Step 1:

Company Name: _____

Contact Name: _____ Email: _____

Job Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Please click on the customer type that best describes you:

OEM Rep Electrical Contractor Other (specify) _____

Step 2:

Purchase Order #	Model	Date Code	Qty Purchased	Qty to Return	Reason for Return

By submitting this form you fully understand and agree with the terms and conditions stated in the Signify return (RMA) and warranty policies noted above.

RMA Engineering Application Form

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

Preliminary information:

Who is the fixture manufacturer? _____

What is the emergency LED driver model no. and date code? _____

What is the normal LED driver make and model no.? _____ What is the Line Voltage? _____

How many emergency fixtures are installed at this job? _____ How many have problems? _____

How long has the emergency LED driver been charging? _____ Switched or unswitched fixture? _____

What is the forward voltage of the LED light source used for this application? _____

Which wiring diagram from installation instructions is used for this application? _____

Normal Operating Check:

Is the charging indicator light ON with AC power applied? YES NO

If not, check the converter/enable connector. It must be closed for the charging indicator to illuminate on many of our units.

Is the LED light source operating with AC power applied? YES NO

Are both the emergency and normal LED drivers on the same branch circuit? YES NO

Emergency Operation:

Which wiring diagram from installation instructions is used for this application? _____

Is the emergency unit's external converter/enable connector closed? YES NO

Does the emergency LED light source come on when the test switch is depressed? YES NO

With the circuit breaker off, does the charging indicator light go OFF and the fixture operate properly in emergency mode? YES NO

Please describe, in detail, any operation different from this.

Additional Notes:

A Return Material Authorization (RMA) number will be issued within 2 business days of receipt, provided this form has been completed in its entirety. Please provide any other pertinent notes above and email this form to joe.rouse@signify.com.

The information presented in this document is not intended as any commercial offer and does not form part of any quotation or contract.

