

To Make a Claim:

- Complete the warranty claim form and either email (preferred method to "RMA@ultrasave.ca") or fax it to (905)940-0338, toll-free (866)733-8831.
- You are required to provide the ballast date code information to validate a claim. Ballast date codes can be found on the front of the label or on the side label followed by S/N: (see images below for further reference).
- An email address is required to communicate shipment and possible RMA information (telephone or fax # are also useful).
- Upon claim submittal, Ultrasave may elect to have all or a sample of failed product(s) returned for verification and analysis purposes at our shipping expense.
- Hold onto the failed product(s) for a period of six weeks. Products can be disposed of with all other electronic re-cycling waste after the six week period. (The ballasts contain lead, however they do not contain any PCB's or other hazardous material).
- An RMA number will be assigned and sent to you if the failed product(s) have been requested to be returned. If so:
 1. Ensure that the RMA number is clearly marked on the return package(s).
 2. Ensure that there is a minimum of four inches (10 cm) of wire remaining on each ballast. (Not required for CFL ballast models or ballasts with orange quick-connect terminals).

