



Fluorescent Strategic Business Unit

August 10, 2005

Subject: Dimming of SYLVANIA PENTRON® T5 HO Lamps

Recently, there have been reports in the industry of issues with T5 HO lamps operated by dimming ballasts. The reports indicate that T5 HO lamps operated by dimming ballasts will exhibit early end darkening, pink colorization and early end of life failures. OSRAM SYLVANIA would like to state that we have no known problems with SYLVANIA PENTRON T5 54W HO lamps operated by QUICKTRONIC® dimming ballasts for T5 54W HO lamps.

OSRAM SYLVANIA has been selling PENTRON T5 54W HO lamps since October, 1997 and QUICKTRONIC dimming ballasts for the PENTRON T5 54W HO lamps since August, 1999 and no problems have been reported on this system by end users, specifiers, contractors or distributors of OSRAM SYLVANIA products. It is our understanding that other manufacturers of dimming ballasts are not reporting any issues with SYLVANIA PENTRON T5 54W HO lamps with their ballasts. If the PENTRON T5 54W HO lamps are operated by dimming ballasts for the T5 54W HO lamps by other ballast manufacturers in accordance with applicable sections of the latest revisions of the National Electrical Code, UL, ANSI and OSRAM SYLVANIA specifications and the system is not subjected to abnormal stress, including but not limited to operating temperatures in excess of maximum rated temperatures, under or over voltage conditions, excessive switching cycles, occupancy sensors, dirty or cracked sockets, or improper lamp installation, then OSRAM SYLVANIA would expect reliable system performance for those dimming systems. OSRAM SYLVANIA would be willing to conduct tests to verify lamp and ballast compatibility if needed.

OSRAM SYLVANIA is participating on the Dimming Task Force of the Lighting Systems Division of NEMA (National Electrical Manufacturers Association) to assist the industry to establish standards and determine solutions for fluorescent dimming.

OSRAM SYLVANIA will continue to stand behind our products and evaluate any performance complaints. We offer the QUICK 60+® lamp and ballast system warranty for the PENTRON T5 54W HO lamp operated by the QUICKTRONIC T5 54W HO dimming ballasts. The warranty is a published warranty covering the lamps for 2 years and the ballasts for 5 years, based on 4,000 hours of operation per year, to the end user. For more details on the warranty, please see the "Lamp and Ballast Product Catalog 2004", the "Ballast Technology & Specification Guide" dated 2004, or visit [sylvania.com](http://www.sylvania.com/BusinessProducts/LightingForBusiness/Products/Warranty/) at <http://www.sylvania.com/BusinessProducts/LightingForBusiness/Products/Warranty/>.

Thank you for your valued and on going support of OSRAM SYLVANIA.

Fluorescent Strategic Business Unit
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