

Philips Lighting Company

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T5HO Operating on Dimming Ballast

It has come to our attention over the last several weeks that significant quantities of T5HO dimming system applications are not operating within specifications to meet lamp performance warranty claims. These less than optimum system operations will cause the lamps to have early end blackening with the possibility of lamps turning pink and performing well below standards which may result in shortened lamp life.

This problem has surfaced with T5HO lamps and dimming ballast from a wide variety of manufacturers. Currently there are no specifications for the ballast design with respect to filament current and voltage during dimming. It is this area of operation where the lamp cathodes are being overheated causing very early end blackening and short life.

We have assembled a team with lamp and ballast representatives from both Europe and North America to address this industry problem with great urgency, focusing on finding and implementing a solution. We will address each individual customer complaint with positive solutions while the industry task groups are finalizing the required specifications for T5HO dimming systems.

Until further testing of Philips T5 HO lamps and dimming ballasts systems produces positive results Philips will no longer warrant our T5HO lamps on dimming systems. This does not affect the warranty of Philips T5HO lamps on fixed light output systems.

Fluorescent Product Management



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