



# 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/rma>.  
The warranty policy can be found at <https://www.signify.com/en-us/support/warranties>.

Complete the entire <b>Return Material Request Form</b> (on the front).	Fill out the <b>Engineering Application Form</b> (on the back) only if needed.	Upload this completed document to: <a href="https://www.signify.com/en-us/get-in-touch/service-form">https://www.signify.com/en-us/get-in-touch/service-form</a>	For more information, please contact customer service at <b>1 (888) 263-4638</b> .
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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](mailto:joe.rouse@signify.com).

