

## PRODUCT BULLETIN

<b>ISSUE/DATE</b>	14 February 2025	<b>BULLETIN NUMBER</b>	25-PB-OC-001 SOLO LAMP WARRANTY EXTENSION 18000 HRS
<b>TOPIC</b>	Solo lamp warranty hours extension	<b>PRODUCT LINE</b>	TrojanUVSigna™, TrojanUVFlex™,

### TROJANUV SOLO LAMP™ - INDUSTRY-LEADING 18,000-HOUR LAMP WARRANTY

#### TrojanUV Solo Lamp™ - Exciting News!! Extended Lamp Life & Warranty – Now 18,000 Hours

We are pleased to announce that the **TrojanUV Solo Lamp™** warranty has been extended from 15,000 to **18,000 hours**, delivering **longer-lasting performance**, **greater value**, and **lower lifecycle costs**.

This extended warranty is being offered at **no additional cost**, and applies to both **new and existing installations**, reinforcing our commitment to **customer-focused innovation** while maintaining Trojan's position as the **industry leader** in UV lamp technology.



#### WHAT'S CHANGING?

- **Solo Lamp warranty now extended to 18,000 hours** (previously 15,000 hours).
- **No impact on pricing** – This extended coverage is being offered at no additional cost, ensuring enhanced value with no financial burden to customers.
- **Applies to all Solo Lamps**, including:
  - **New and existing installations** (including field-deployed lamps).
  - **New projects, AMPS replacements, and warranty claims.**
- **Design enhancement for improved robustness** – Since December 2024, all Solo Lamps shipped have incorporated a **design upgrade**, further enhancing **lamp durability and reliability**.

#### WHAT THIS MEANS FOR YOU

- **Best-in-Class Warranty Coverage:** This **market-leading warranty** extends lamp life by 20% with **no impact on price**, ensuring **maximum value at no additional cost** while demonstrating Trojan's confidence in **lamp longevity and system reliability**.

- **Lower Maintenance and Replacement Costs:** Extended lamp life means fewer replacements and reduced maintenance costs.
- **Immediate Benefit for Existing Installations** – The 18,000-hour warranty applies retroactively to all Solo Lamps, not just the enhanced release, as our extensive field experience and operational data confirm long-term performance and reliability.
- **No Changes to Equipment or System Design:** The extended warranty aligns with **existing system validation and sizing**, requiring no modifications to system configurations or UV dose calculations.
- **End of lamp life (EOLL) validation** – The 18,000-hour warranty maintains the same End-of-Lamp-Life (EOLL) performance that you have come to know and trust, ensuring reliable, validated operation throughout the extended lamp life.
- **Maximized UV System Investment:** Extending lamp life **lowers the total cost of ownership and improves Net Present Value (NPV)**, reinforcing the **long-term economic benefits** of TrojanUV technology.

## ROLLOUT TIMELINE

- **Immediate Effect for All New Project Quotes:** New quotes will receive the extended warranty automatically.
- **Marketing & Documentation Updates:** Warranty updates will be reflected in marketing literature, new project submittals, and delivery documents by the end of February.
- **Existing Installations Are Included:** The warranty extension applies universally, offering immediate benefits for all field-deployed lamps. This product bulletin and updated warranty letters will serve as official documentation for all field-deployed Solo lamps.
- **Field Alarm Updates for Existing Installations:** Currently, on some systems, an alarm is triggered at 15,000 hours in installed systems. Updating alarm settings to align with the new 18,000-hour warranty will be an ongoing process, scheduled alongside regular maintenance visits to ensure a seamless transition.

Trojan Technologies continues to set the standard in UV innovation and reliability. This warranty enhancement reflects our ongoing commitment to delivering best-in-class performance, efficiency, and value to our customers.

For further details, please reach out to your TrojanUV representative.