**FAQ**

**GENERAL**

**How do I contact Robertson to obtain additional technical information?**

Our web portal contains all of the technical information required to make an informed purchasing decision and/or for support of your existing Robertson products. We highly recommend you use this portal as your sole information resource as it is the same source we use internally for our technical product information. For non OEM entities, we do not provide phone or email technical support.

**Will your recommended successor item work for my application?**

Based on our research of the technical specifications of both products, we believe we are providing viable alternatives. However, we strongly recommend you consult the spec sheets of the recommended item(s) and if possible, the spec sheet of the product you want to substitute and make your own determination. Moreover, we do not warrant that the recommended alternative(s) will work for your application.

**NAVIGATING ROBERTSONLIGHTING.COM**

**What do the Active, Limited Availability or Discontinued product designations mean?**

An “Active” designation means that the product in almost all circumstances will be in stock or if not, it can be backordered. A “Limited Availability” designation is for products that we still have in stock, but we are either no longer going to offer once our remaining stock is sold out or we may be phasing it out over time due to diminishing demand. A “Discontinued” designation means we no longer offer this unit but can recommend a successor item. These alternatives will appear when one searches by the obsolete product name.

**What if there are No Results identified when searching by the product name?**

If a product is entered in the Search Bar and there are no results/cannot be found, it means the product is discontinued, there is no available remaining stock and we do not have any recommended successor item.

**How do I search by the name of a Robertson ballast I want to replace?**

The Search Bar is always available. Simply type in the desired part number and our web portal will identify potential matches based on the number of characters entered. The search can be stopped at any time by clicking the product boxes shown on the Results Page meaning that in many instances the entire product name is not required to locate the desired item. Please note that you should not include any extra spacing or slashes (/A, /B, /C, etc.) in your search, as this will inhibit your results.

**What does the /A, /B, etc. mean? How do I know which one goes with which ballast/version?**

This is an internal designation system only and should not affect the search for your ballast or driver. However, for many magnetic items, the "/letter" connotes specific technical specifications of the ballast, so please review the listed technical characteristics shown with each product. In general, it means the where the lead wires exit the ballast. The following link displays all of the possible combinations.

**If there are multiple lamps listed on the ballast spec sheet, how do I make sure I order the correct one?**

If there is only one product displayed in your search results, the multiple lamp listings on the spec sheet indicate that this particular ballast can run each of those lamp types. The part number of the ballast does not change.

**ACCOUNTS, PAYMENTS AND ORDERS**

**Where do I remit payments to?**

*Payments by check can be sent to:*

Robertson Worldwide  
P.O. Box 772674  
Detroit, MI 48277-2674

*Payment by ACH (domestic only) or wire transfer*

Robertson Transformer Co., d/b/a Robertson Worldwide

Swift Code: CHASUS33

Routing # for wire transfers: 021000021

Routing # for ACH payments: 071000013

Account#: 721815360

**Are there quantity discounts for amounts larger than offered on your website?**

Although we offer quantity discounts on our web portal, there may be instances when the stated volume (and associated discount pricing) is less than your desired quantity. In these instances, please contact us at [salesteam01@robertsonlighting.com](mailto:salesteam01@robertsonlighting.com) with your specific volume requirement.

**Is there a minimum order quantity?**

For almost all of our products that are in stock, there is not a minimum order quantity unless the minimum quantity offered is larger than an individual unit. Please note that for orders less than $75, there is a $15 processing charge.

**Do I need to create an online account to place an order?**

No, you can check out as a guest but there are advantages to setting up a user account

**Does Robertson accept International orders?**

Yes, we do. For parcel orders, please provide your preferred carrier (e.g., UPS, FedEx, DHL) account information in the **Special Instructions** field during the checkout process. Please note that any import taxes and duties on all international orders, will be the customer’s responsibility. For larger orders, we arrange for a warehouse pickup at our East Peoria, IL warehouse and in some instances, at our China factory in ChangAn Town, Dongguan City, Guangdong Province, PRC 523841. If additional information is required to coordinate this shipment, we will communicate with you at the appropriate time(s).

**Is my credit card information safe on RobertsonLighting.com?**

Yes, as your credit card number is never saved on our site and it is never distributed to any other parties.

**How do I check my order status?**

If you ordered your product on our portal, you will be sent a tracking number with your shipping confirmation that you may follow to track your delivery.

**Who do I contact if I have a billing question?**

The Robertson Lighting Customer Service team can assist with any questions you may have. To contact a member of the Robertson Customer Service Department, please email accountsreceivable@robertsonlighting.com.

**TECHNICAL RELATED**

**Why is End of Life (“EOL”) Protection important?**

Our patented EOL protection ensures the ballast and fixture against catastrophic failure by shutting the output power off to the lamp when the lamp reaches an end-of-life condition from any power runaway. Many Robertson products have incorporated this patented feature.

**What is RoHS Compliant?**

RoHS (Restriction of Use of Hazardous Substances) regulations limit or ban specific substances—lead, cadmium, polybrominated biphenyl (PBB), mercury, hexavalent chromium, and polybrominated diphenyl ether (PBDE) flame retardants—in new electronic and electric equipment. RoHS Compliant means acting in full accordance with RoHS regulations and documenting testing for RoHS-controlled substances. Robertson carries an expansive selection of products that comply with RoHS standards. This information is noted on technical specification sheets, as well as indicated in the product data listed on www.robertsonlighting.com, with a box that displays a 'check mark' and the RoHS logo.

**Does Robertson work with UL to test its products?**

Yes, products that are UL listed will be notated as such on technical specification sheets, as well as called out under specific product information on our web portal.

**Do Robertson products use PCB's?**

No, all Robertson products we currently sell are free of PCB's.

**Why is maximum case temperature important?**

The maximum case temperature indicates how hot you can run your ballast. The industry standard Maximum Case Temperature is between 70°C and 75°C. Robertson Worldwide offers many products with a Maximum Case Temperature of 90°C, allowing you to operate your ballast in higher temperatures, without shutting down due to overheating.