



IMPORTANT INFORMATION – PRODUCT RECALL

TO WHOM IT MAY CONCERN,

We wish to inform you of a quality deviation identified in our LED lamp GX53. It has been brought to our attention that, in certain production batches, the plastic cover (the so-called diffuser) of the GX53 lamp may become detached with the application of low force. As the diffuser is designed to protect users from direct contact with live components, its detachment presents a potential risk of electric shock.

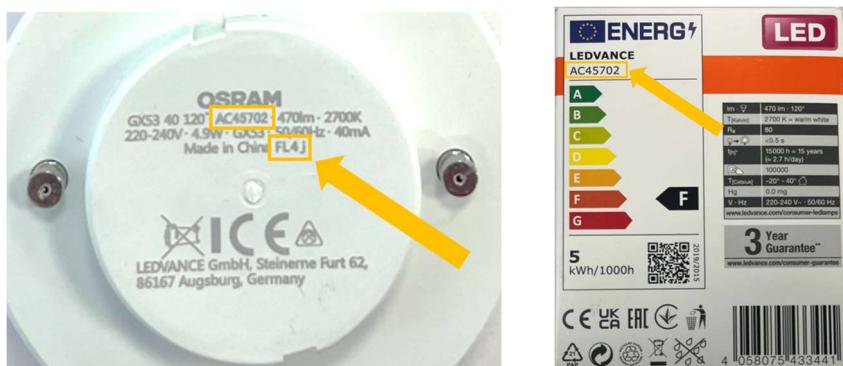


The following product types of the GX53 family placed on the market between June 2024 and May 2025 are affected:

EAN/Order-Number	Product-Name	Identifizierungs-Nummer	Herstellungs-Lose
4058075433441	LED STAR GX53 40 120° 4,9W/827 230V OSRAM	AC45702	FL4j, FL4E, FL4H, FL4O, FL4R
4058075433465	LED STAR GX53 40 120° 4,9W/840 230V OSRAM	AC45703	FL4j, FL4E, FL4H, FL4O, FL4R

Products with other identification numbers or from other production batches are not affected.

The identification number and the production batch identifier can be found on each product and are also printed directly on the lamp:





- Please refrain from using any GX53 lamp from the production batches listed above.
- If a lamp has already been installed, please disconnect the power supply and check the lamp's identification number and production batch identifier as a precautionary measure.
- Should your lamp be affected by this recall, we kindly ask you to contact our customer service at your earliest convenience for guidance on free returns and exchanges.

For returns, exchanges or further inquiries, please do not hesitate to contact us either

- by phone at +49 (0)89 780673-100;
- by email at contact@ledvance.com; or
- by mail at LEDVANCE GmbH
Department CQM
Steinerne Furt 62
86167 Augsburg

We sincerely thank you for your understanding and support. Please be assured that customer safety and product quality are our top priorities.

Kind Regards,
LEDVANCE GmbH