

CONTACT SHEET

Light is OSRAM



General Product Inquiry

Main Website: www.encelium.com

Product Literature: <http://www.sylvania.com/en-us/products/lighting-controls/tools-resources/Pages/Technical-Data.aspx>

Phone: 1-800-LIGHTBULB (1-800-544-4828), *option 4*

Purchase Order Submission

For submitting Purchase Orders (or revisions) ONLY. This is now an automated unmonitored email address. For inquiries regarding Purchase Orders or Sales Orders, please contact Customer Service per the channels below.

email: enceliumsalesorders@osram.com

Customer Service

Order Inquiry/Status, Tracking Number, Warranty Claim/Follow-up, Invoice Dispute, Material Dispute, Return to Stock, Debits/Credits

email: enceliumcustomerservice@osram.com

Phone: 1-888-531-7573, *option 2*

Technical Support

System technical question, System operational issue, Log-in/System Admin access issue, ENCELIUM/OSI Service Agreements

email: enceliumsupport@osram.com

Phone: 1-888-531-7573, *option 1*