

# At Your Service

ADVANCE ONLINE CAPABILITIES





Category	Title	Effective Date	Size (KB)
Fluorescent Ballasts - Electronic	U-Level Specifications	Nov 19, 2004	40
Fluorescent Ballasts - Electronic	Centum® MFCU Core Specifications	Nov 19, 2004	40
Fluorescent Ballasts - Electronic	Centum® TS Specifications	Nov 19, 2004	40
Fluorescent Ballasts - Electronic	Centum® TS Specifications	Nov 19, 2004	40
Fluorescent Ballasts - Electronic	Mark 100 Fluoresce Specifications	Nov 19, 2004	40
Fluorescent Ballasts - Electronic	Mark 5™ Specifications	Nov 19, 2004	40
Fluorescent Ballasts - Electronic	Mark 70 & 10 Volt Specifications	Nov 19, 2004	40
Fluorescent Ballasts - Electronic	Matchbook™ Specifications	Nov 19, 2004	40
Fluorescent Ballasts - Electronic	Centum™ Specifications	Nov 19, 2004	40
Fluorescent Ballasts - Electronic	60V/90 Specifications	Nov 19, 2004	40
Fluorescent Ballasts - Electronic	SmartMesh Specifications	Nov 19, 2004	40
Fluorescent Ballasts - Electronic	Standard F2 F3 Specifications	Nov 19, 2004	40
Fluorescent Ballasts - Electronic	60V/90 Electronic Fluorescent Specifications	Nov 19, 2004	192

A TRUSTED INDUSTRY LEADER FOR OVER 60 YEARS, Advance is committed to providing customers with innovative, high-quality products, superior design/engineering support, streamlined logistics, and first-rate sales representation covered by an experienced team of Advance field associates and an extensive network of sales agents nationwide.

As part of our ongoing commitment to serving customers in the most optimal way, Advance offers a host of online capabilities designed to support our users' interests in convenience and simplicity. Lighting professionals, channel members, and end users can now visit our online support website at [www.advancetransformer.com/support](http://www.advancetransformer.com/support) 24 hours a day, 7 days a week to get assistance with:

- End user warranty and replacement requests
- Product information and support
- Online cross reference tool
- Ballast training
- Notification of product changes
- Locating an Advance distributor in your area

## End User Warranty Return and Replacement Requests

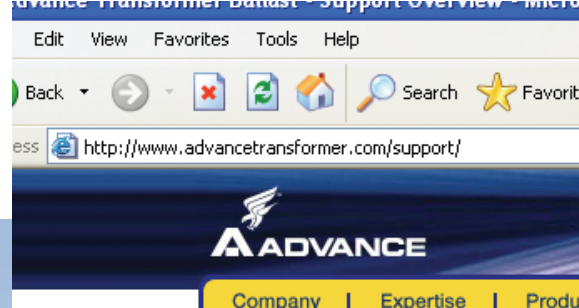
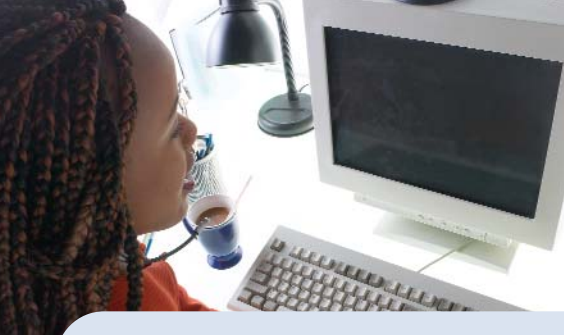
[www.advancetransformer.com/return](http://www.advancetransformer.com/return)



End user warranty return and replacement requests have never been easier with Advance's exclusive new online ballast warranty request capability, which greatly simplifies and expedites the warranty submission process and ensures an easier and faster customer experience than ever before.

- Requests are tied directly into Advance's information management system
- Online submissions are received within one hour and processed within 24-48 hours
- Separate e-mail notifications are generated when the request is received, opened for processing, and approved, along with an official PDF of the Return Authorization

Efficient and user-friendly, Advance's exclusive online warranty system ensures a rapid and comprehensive response to warranty return and replacement requests from end users.



## Online Product Information and Support

<http://www.advancetransformer.com/support>

A vast array of detailed product information and product-related resources are easy to access anytime using Advance's extensive online product support capabilities.

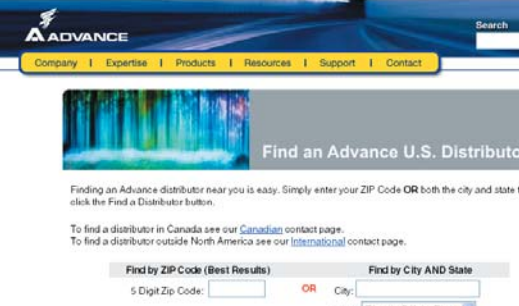
- Interactive Product Catalog enables users to search for specific ballasts online using a wide variety of search criteria, and generates on-demand, submittal-ready data sheets in PDF format
- Online Product Finder enables users to identify specific ballasts based on product type, application, or by name
- Detailed product pages enable users to locate and review product information by category and/or brand
- Online Product Specifications offer in-depth ballast specification sheets for a variety of Advance products within 20 different product categories, including electronic and magnetic fluorescent and magnetic and electronic HID ballasts as well as a broad range of drivers for LED light sources
- An extensive archive of answers to over 150 of the marketplace's most frequently asked questions addresses such topics as ballast technology, troubleshooting practices, environmental issues, and general inquiries
- A host of other technical and product-related materials including literature, white papers, and updates on environmental regulations, legislative matters, and warranty date codes are also readily available
- All resources are easily downloadable and are ideal for lighting specifiers and professionals to include in submittal packages

## Online Dynamic Cross-Reference

<http://www.advancetransformer.com/catalogcrossreference>

Need current cross-reference information on demand? Advance's dynamic cross-reference tool takes the guesswork out of the ballast cross-reference process.

- Up-to-date cross-reference listings enable immediate identification of an equivalent Advance or competitive ballast
- Online resource includes full cross-reference information for nearly two dozen manufacturers
- Listings include additional specification notes as applicable as well as an Advance obsolete-to-current lookup feature



## Advance Notice

<http://www.advancetransformer.com/advancenotice>

Advance's unique "Advance Notice" online application automatically notifies registered customers of significant product changes that may affect them, allowing them to prepare for any upcoming changes to their lighting products or business processes.

- Shares information on basic form, fit, and/or function changes to Advance products or automatically notifies affected customers of such changes via e-mail if preferred
- Currently available for three product categories – fluorescent ballasts, HID ballasts, and LED drivers
- Real-time processing ensures that the Advance Notice system and its registrants are instantly updated via e-mail when product change notifications are posted

## Find a Distributor

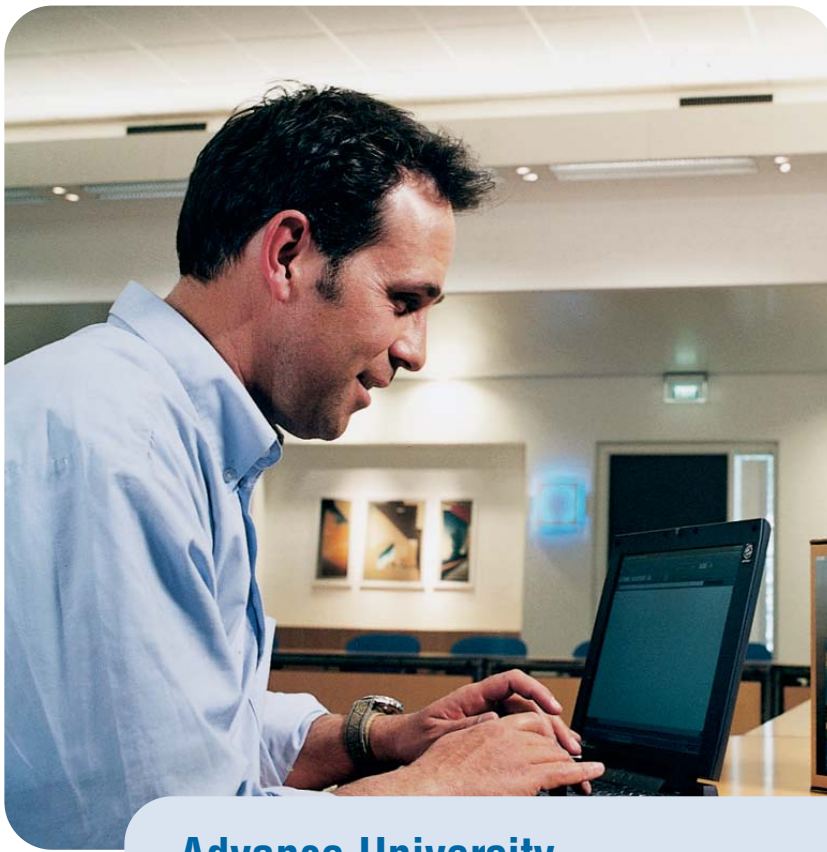
<http://www.advancetransformer.com/distributorsearch>

Finding a distributor in your area has never been easier with Advance's online locator.

- Involves simple entry of the zip code or city and state to find a distributor
- Identifies distributors located within a 5, 10, 25, or 50-mile radius of the user throughout the U.S., with links to contacts in Canada and other international points

## *Your One-Stop Lighting Resource*

Enabling instant access to a broad range of information in a convenient and user-friendly format, Advance's array of online capabilities optimally support the needs of channel partners and end users and reflect Advance's commitment to providing the utmost quality, leadership, service, and expertise in the lighting industry.



## Advance University

[www.advanceuniversity.com](http://www.advanceuniversity.com)

Officially accredited by a broad range of industry trade associations including NALMCO, NAILD, AEE, and NCQLP, Advance's industry-renowned *Advance University* interactive ballast training website offers premium ballast-related training in a convenient, online format, providing essential training for individuals new to the lighting industry as well as those who seek a comprehensive review of their ballast knowledge.



The Advance University ballast training program currently features four course levels:

- Level 1 ("Ballast Basics 101"), covers ballast basics
- Level 2 ("Ballast Basics 201"), covers more basics and also features ballast troubleshooting techniques as well as an introduction to many newer lighting technologies
- Level 3 provides an overview of the Digital Addressable Lighting Interface (DALI) lighting standard and its use in creating new and powerful lighting designs
- Level 4 provides an overview of the "ABC's" of High Intensity Discharge (HID) ballasts, covering HID lamp and ballast basics as well as the operating details and benefits of increasingly popular electronic HID technology

Currently, over 10,000 students of all types have registered for *Advance University* and benefited from their access to this invaluable industry site.



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[WWW.ADVANCETRANSFORMER.COM](http://WWW.ADVANCETRANSFORMER.COM)

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