

# SERVICE & REPAIRS

**Covered Region:**

United States  
support@iluminarc.com  
954-923-3680  
5200 NW 108th Ave.  
Sunrise, FL 33351

**Covered Region:**

United Kingdom & Republic of Ireland  
support@iluminarc.com  
+44 (0)845 519 6805  
Unit 1C  
Brookhill Road Industrial Estate  
Pixton, Nottingham, UK, NG16 6NT

To secure the best possible service, please follow these simple steps:

- Register your product online <http://www.iluminarc.com/warranty-registration-architectural-lighting/> (or fill out and return attached warranty card) as soon as possible.
- E-mail or call the ILUMINARC® office in your region to request a return authorization number (RA#). For customers located outside of an ILUMINARC® covered region, please contact your local distributor. Do not send a product without first securing an RA#. Do not write the RA# directly on the box. You must write it on a removable sticker, i.e., a shipping label.
- Units must be in the original packaging with all original accessories. Do not write anything on or alter in any way the original box. Any damage from inadequate packing or carrier mishandling is the sole responsibility of the sender. Double-box all returns. Place the original box in a larger box and surround it with suitable packing materials, such as styrofoam peanuts or foam.
- All shipping charges must be prepaid by the sender. ILUMINARC® will, at its own expense, return the repaired product to the sender provided that the return address is within the 48 contiguous United States or United Kingdom and that the product is still under warranty (proof of purchase required\*. Please see warranty details on back page). We will ship the best way, at our discretion. \*ILUMINARC® only provides return shipment within the 48 contiguous United States and United Kingdom. Return shipment outside of these areas is the sole responsibility of the customer.

**PRODUCTS NOT UNDER WARRANTY:**

Please notify your ILUMINARC® service advisor that your product is no longer under warranty when you request your authorization number. Once the unit has been received, you will be contacted and advised of the cost of carrying out any repair unless the cost does not exceed \$35.00 USD / £20.00 GBP, in which case the repair will be performed without seeking your prior approval. Repaired unit(s) will be shipped back to you upon receipt of payment for all work performed and return freight charges.

- Warranty on repairs: All repairs have a 60-day warranty on replaced parts and repair labor valid from the date the repaired unit is delivered to the shipping agent for return to the customer.

ILUMINARC® is not responsible for any loss or damage to additional items or accessories that are sent with returned products. ILUMINARC® cannot be held responsible for delays in shipping.

**PLEASE NOTE** that it is essential that defective products reach the address set out [over leaf] by the last day of the relevant warranty period at the latest. Late claims will not be considered.

This warranty does not confer any rights other than those expressly set out in this warranty and in particular no credit notes will be issued.  
This warranty does not cover any claims for consequential loss or damage.

# ILUMINARC®

# LIMITED WARRANTY FOR UNITED STATES, UNITED KINGDOM & REPUBLIC OF IRELAND

## TERMS

This Manufacturer's limited warranty is valid only for the original purchaser and is not transferable. Proof of purchase is necessary when making a warranty claim. This limited warranty strictly covers manufacturing defects in material, workmanship and failure of the LED light source (see definitions below) within the United States, United Kingdom and Republic of Ireland over the course of the first 3 years (36 months) of the product's life from the date of purchase, provided that the purchased products are installed, maintained and operated under conditions stated in their respective user manuals. If a product fails within the warranty period and if, upon examination by the Manufacturer, it is found to have failed for a covered cause, the Manufacturer will, at its sole discretion, repair or replace the defective part or product or reimburse the purchaser for the original purchase price. Should a replacement part/product be discontinued or unavailable, the Manufacturer reserves the right to substitute a comparable replacement product, at its sole discretion.

This limited warranty can be amended or changed by the Manufacturer at any time without notice. Ordering products from the Manufacturer constitutes acceptance of the terms set forth herein, including the Manufacturer's right to amend or update this limited warranty from time to time, without notice. All warranty claims are judged under the terms of this limited warranty. There is no "grandfathering" of previous terms and conditions from the time of product purchase through the time of the claim. This warranty gives the claimant specific legal rights. The claimant may also have other rights which vary from state to state. To view the most current warranty, visit [www.iluminarc.com](http://www.iluminarc.com).

## LIMITATIONS

This limited warranty is only considered to be in force if the product has been properly installed in accordance with applicable building and electrical codes, regulations and standards and within the electrical, operational and environmental specifications provided by the manufacturer in user manuals or in its web site [www.iluminarc.com](http://www.iluminarc.com). The Manufacturer will not under any circumstances whether as a result of breach of contract, breach of warranty, tort or liability, be liable for consequential, incidental, special or exemplary damages including but not limited to loss of profits or revenues, loss of use of the fixture or any other goods or associated equipment or damage to any associated equipment, cost of capital, cost of substitute products, facilities of services, down time cost, or claims of claimant's customers. The Manufacturer's liability on any claim of any kind for any loss or damages arising out of, resulting from or concerning any aspect of this agreement from the product or services furnished hereunder shall not exceed the price of the fixture that gives rise to the claim.

This limited warranty is null and void in the following cases:

- a) Damages to the product resulting from acts of God; b) Abuse to the product, including vandalism or civil disturbances; c) Exposure to harsh or excessively corrosive environmental conditions. Harsh conditions are defined as extreme conditions relative to the humans in temperature, humidity, atmosphere (including salinity and pressure), radiation (UV, infrared, nuclear) and shock, whether indoors or not; d) Exposure to excessive, insufficient or other voltage conditions not supported by the fixture; e) The original identification information on the product is missing or has been altered; f) The product has been serviced by individuals or companies not specifically approved by the Manufacturer; g) Any field modifications; h) Improper selection, improper handling or improper installation of the product

This limited warranty does not cover:

- a) Normal wear and tear of components; b) Natural degradation and color shift of the LED source over the course of normal product use; c) Slight deviations in the specified values of intensity and color that do not affect the functionality of the product; d) Loss of profits or income; e) Any special, incidental or consequential damages including the removal of defective parts or products, installation, labor costs or any other consequential damages.

## DEFINITIONS

Failure of the LED light source: For the purpose of this limited warranty, failure of the light source is defined as a product that fails to emit 70% of specified lumen output prior to 50,000 hours of operation (based on L70 testing) and within 36 months (3 years) of the original purchase from the Manufacturer.

## COSTS

a) Costs of removal, shipping to Manufacturer and reinstallation are solely the responsibility of the purchaser; b) If the product is found to have failed for a covered reason, manufacturer will pay for return shipping\* through a method and timeline of its choosing. \*Manufacturer only provides return shipment within the 48 contiguous United States or United Kingdom shipment outside of these areas is the sole responsibility of the customer; c) If the product is found to have failed for a NON-covered reason, purchaser will have the option to pay for repair and is responsible for return shipping costs through a method of their choosing from options provided by the Manufacturer. The Manufacturer reserves the right to decline any repair at its sole discretion.

## THIRD PARTY WARRANTIES

With respect to products sold to the purchaser by the Manufacturer but not bearing the Manufacturer's Name, Brand or Sub-Brand, Manufacturer makes no warranty of any kind, expressd or implied including without limitation, any warranty of merchantability or fitness for a particular purpose. Any claims for warranty coverage are the sole responsibility of the purchaser to initiate and fulfill with the third party manufacturer.

## NO IMPLIED WARRANTIES

Warranties given in this document solely and specifically only pertain to the product and its functionality. The Manufacturer does not warrant specified uses, merchantability or fitness for a particular purpose or failures based on use/installation outside the scope of the product's published specifications. The Manufacturer reserves the right to test and examine all products returned under this warranty to evaluate proper usage, establish the cause of failure, and make a determination, in its sole judgment whether the products are defective and covered by this warranty. The manufacturer holds no liability arising out of damages incurred by purchaser as a result of improper installation/use of the product. The Manufacturer's sole liability is for defects to the product as manufactured and does not cover any aftermarket alterations/accessories. No agent, employee or representative of the Manufacturer may bind the Manufacturer to any terms or conditions beyond the scope of this document.

Date of Purchase	Purchase Price	Model	Serial #
Place of Purchase		City/State/County	Country
ILUMINARC® would like to keep you informed about ILUMINARC's products and services that may be of interest to you. I would like to be kept informed by email of ILUMINARC's products and services. <input type="checkbox"/> If you have any questions about ILUMINARC's use of your information, you wish to let us know about changes to your personal details held by us, or if at any time you wish to stop receiving marketing information from us, please contact the data protection officer at the address given.			
First Name	Middle Initial	Last Name	D.O.B. <span style="float: right;"><input type="checkbox"/> M <input type="checkbox"/> F</span>
Address			Telephone #
City/County	Primary use of Product <input type="checkbox"/> Architectural - Indoor <span style="margin-left: 100px;"><input type="checkbox"/> Stage/Theater</span> <input type="checkbox"/> Architectural - Outdoor <span style="margin-left: 100px;"><input type="checkbox"/> Worship</span> <input type="checkbox"/> Entertainment Venue <span style="margin-left: 100px;"><input type="checkbox"/> Other _____</span>		
E-mail	ZIP/Postal Code		
<b>Please attach proof of purchase</b>		<b>Warranty can also be filled out online at <a href="http://www.iluminarc.com">http://www.iluminarc.com</a></b>	

To return via fax: US: 800-544-4898 UK & Ireland: +44 (0)1773 511110 To return via mail: Refer to address on reverse side