

Thank you for purchasing an ILUMINARC™ product from an authorized ILUMINARC™ dealer. We take great pride in the quality, value, and performance of our products. Please follow proper operation and maintenance procedures outlined in the accompanying manual. Should you need further technical assistance, contact [service@iluminarc.com](mailto:service@iluminarc.com).

**LIMITED WARRANTY USA** (48 contiguous States of the USA and DC)

- A.** Our warranty strictly covers manufacturing defects in material and workmanship in products bought within the contiguous United States (48 States and DC). The warranty is valid from the date of purchase by the original purchaser and for a period of 24 months for lighting fixtures and controllers; and 90 days for all accessories.
- B.** Exclusions: a) Parts prone to normal wear and tear including fuses. b) Damage or failure caused by abuse, misuse, faulty installation and operation, improper or inadequate maintenance, and any repair or guarantee on repairs not carried out by ILUMINARC™. c) For products purchased outside the contiguous (48 States and DC) United States of America: Please consult your local ILUMINARC™ distributor as warranty policies vary from country to country.
- C.** It is the original purchaser's responsibility to provide a dated proof of purchase. The warranty is not transferable.
- D.** ILUMINARC™ will at its sole discretion repair or exchange a product under warranty. NO credit will be issued. The warranty is void when: a) The product serial number has been altered or removed. b) The product has been altered, serviced, or manipulated by anyone other than ILUMINARC™, or without the prior written authorization of ILUMINARC™.
- E.** All shipping charges must be pre-paid by the sender. ILUMINARC™ will, at its own expense, ship back the repaired product to the sender anywhere within the 48 contiguous States of the USA and DC. We will ship best way at our discretion.
- F.** To secure your warranty coverage, fill out the registration card and send or fax it back to ILUMINARC™ (800.544.4898) with a copy of dated proof of purchase. Products under warranty receive priority for repairs.

Revised 5.18.09

Date of purchase	Purchase price (before tax)	Model	Serial #
Place of purchase		City	State
Can we use your e-mail for future advertising and promotions?			
<input type="checkbox"/> Yes, you can use my e-mail/info for future advertising and promotions		<input type="checkbox"/> No, you can't use my e-mail/info for future advertising and promotions	
First Name		Initials	Last Name
Address			Apt. Telephone # (include area code)
City	State	Primary use of product	
E-mail		Zip code	
		<input type="checkbox"/> Architectural <input type="checkbox"/> Stage/Theater <input type="checkbox"/> Entertainment Venue <input type="checkbox"/> Worship <input type="checkbox"/> Event <input type="checkbox"/> Other _____	

**To return via fax:** 800.544.4898

**To return via mail:** 3000 N 29<sup>th</sup> Ct., Hollywood, FL 33020

# SERVICE & REPAIRS

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

- **Register** your product (fill out and return warranty card) as soon as possible.
- Contact [service@iluminarc.com](mailto:service@iluminarc.com) or call **954.923.3680** to request a **return authorization number** (RMA#). Do not send a product without first securing an RMA#. Do not write the RMA# 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. We strongly recommend that you double box your return and insure your package.
- 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 States of the USA and DC and that the product is still under warranty (proof of purchase required; please see warranty details on back page). We will ship best way at our discretion.
- **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 that the cost does not exceed \$35.00 USD, 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.

*ILUMINARC™ is not responsible for any loss or damage to additional items or accessories that are sent with returned products. We cannot be held responsible for delays in shipping. There is no obligation or liability on the part of ILUMINARC™ for consequential damages arising from the use of the product or any indirect damages with respect to loss of property, revenue, or costs of removal, installation, or re-installation of fixtures.*

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# ILUMINARC™