

KE-ZU Care + Maintenance

Thank you for purchasing our products.

By law, we are obliged to provide a 12 months warranty on our products. Our suppliers all offer this or more to us. Some specific projects require more than the standard 12 months warranty. Requests for extended warranties are to be directed to KE-ZU management who will in turn seek to secure confirmation of the extended warranty from the manufacturer. In the unusual event of a claim, we have found our suppliers typically back up their product 100%. For all GECA certified products, KE-ZU provide a 5 year warranty. Standard warranty terms and conditions to be offered on the various collections.

WARRANTY

LZF through their agent KE-ZU Pty. Ltd. warrants their products to be free of manufacturing defects or faults for a period of 1 year from date of delivery. This warranty specifically excludes damage due to normal wear and tear, abuse or use of the product for other than its intended purpose.

CARE + MAINTENANCE

Firstly you must identify whether your luzifer lamp belongs to the LUZ collection or the CHW collection: This is quite simple, if your wood shade is hard and cylindrical you have a member of the LUZ collection. If, on the other hand your shade is very flexible, made of strips or dismountable then it is a member of the CHW collection.

LUZ Collection

This shade may be cleaned with a damp cloth or any delicate furniture surface cleaner. make sure that if you use bottled cleaner that it is apt for wooden surfaces.

CHW Collection

Here one must be more careful, as the strips used in the sioux, mikado and cactus models must only be cleaned by feather duster or by air jet. soft shades such as hola, gea, cosmos, nut, orbit etc may be cleaned with a soft cloth. we do not recommend the use of damp cloths on these models.

CHW natural wood finish

Damp cloth

Polypropylene

Alhambra light. Air pressure or vacuuming separating the flaps slightly. The best option is to lower the shade to do this. Polished polyurethane finish le Romanicas, Oku, Juniors. Damp cloth is fine.

Bulbs

Make sure you always use the recommended bulbs that appear on your instruction sheets or on the luzifer web technical references. We always recommend, however, that you use low energy bulbs where possible, especially if your lamps are switched on for long periods of time.