

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 7 year warranty on their products to be free of manufacturing defects or faults from date of delivery. This warranty excludes damage due to normal wear and tear, abuse or misuse of the product or use for other than it's intended purpose.

–

Help and Contact Details:
Brendan Phillips – Service Manager
E : service@kezu.com.au
P : 02 9669 1788

WARRANTY

Eden Design through their agent KE-ZU Pty. Ltd. warrants their products to be free of manufacturing defects or faults for a period of 2 years 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

All Products :

Disconnect the light before proceeding to the cleaning and maintenance of the lamp. During the installation make sure the power is off. Fixtures must be installed by a qualified electrician in accordance with all national and local electrical and construction codes and regulations.

Do not expose the product to the rain or high humidity environments. Indoor use only.

Do not use chemicals or abrasives to clean this product. Use soft cloths or dry tissues only and apply delicately. Avoid scratching the surface.

Bulbs :

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

Never leave the light fitting without a bulb as a person may accidentally come into contact with the connections.

Please ensure that you follow the installation instructions for each Eden Design product.