

Service Information Bulletin #12

Elevator Emergency Lights

Warranty (In Factory) Service Procedure

BACKGROUND

Since 1968, Nylube Products Company, LLC. has been supplying the elevator industry with a complete line of emergency lights to satisfy the requirements of ANSI A17.1, 204.7a Safety Code for Elevators and Escalators. Periodic inspection of emergency lighting and power is required by Rule 101.2b, ANSI A17.2, Inspectors' Manual for Elevators and Escalators.

Routine maintenance and / or repairs will be required to keep the units in compliance with codes. (See Service Information Bulletin 3 for electrical troubleshooting information on our emergency lights.)

NYLUBE WARRANTY AND FACTORY SERVICE

Nylube warrants its Emergency Light Units to be free of defects, in full, for a period of two years, with batteries and electronic charging modules for an additional five years on a prorated basis.

Units returned to Nylube for warranty service will be repaired, or replaced at the discretion of Nylube. Complete units must be returned to receive warranty service. Portions of units - batteries or charging modules only - or partial units returned for service will void the warranty.

IMPORTANT...SERVICE PROCEDURE

In order to return a unit to Nylube for either warranty or factory service, please use the following steps:

1. Call your Nylube sales representative (248-852-6500) for a return authorization. We will need to know the Model Number and the Serial Number of the unit being returned.
2. Units should have the battery disconnected when they are returned to us for repairs.
3. When your unit is received at our factory, it will be evaluated and you will be notified (if the unit is out of full warranty) with a firm price. A purchase order will be required to proceed with the repairs. Allow one week for the return of the unit.

Products waiting for a purchase order for chargeable repairs will be stored for a period of 60 days, at which time disposal will be made if authorization is not received. Shipping costs for both warranty and factory service are the responsibility of the customer.

4. Your repaired unit will receive a full performance test and will have a 90 day warranty on replaced parts.

SERVICE RECOMMENDATIONS AND ADVICE

It is recommended that the customer stock a spare unit for use when a field is sent to our factory for service so that the customer is protected in the event of a power failure.

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