LIFX Warranty Process NZ

WARRANTY PROCESS

# All LIFX products have a 2-year Manufacturer’s Warranty

 Assess the product and confirm faulty (not user error) using the troubleshooting list below:

**POWER CONNECTION ISSUES**

1. Phone or tablet: Turn the device completely off and then restart it. The process may differ depending on the platform you use (e.g. iOS vs. Android).
2. Router: There may be no power button, instead, you may be able to unplug the mains power, wait 30 seconds, and then return power to the device. Please refer to your owner's manual.
3. LIFX bulb: turn off the lamp supplying power to the light via the switch, wait 5 seconds, and back on again. If this does not work, a hardware reset can help.
4. A hard reset is done by turning the light on and off 5 times.

**WI-FI CONNECTION ISSUES:**

1. Turn off cellular data on your iOS or Android device.
2. Temporarily “forget” your surrounding WiFi networks.
3. Reconnect to the desired 2.4ghz network.
4. Once LIFX has connected you can turn your phone data back on.

**COMMON ISSUES**

1. Leaving the light on for more than 15 minutes without setting it up.
	1. It will need to be hard reset after this.
2. Connecting to the 5Ghz network, it must be on the 2.4Ghz network.

The Reseller then needs to download and complete the Dicker Data RMA form and send it to Returns.Authorities@dickerdata.co.nz with the following details:

1. A copy of the original customer invoice OR proof of the purchase date.
2. SKU and product barcode.
3. A full and clear description of the fault.