

LIGHTS TROUBLESHOOTING GUIDELINES:

LED (Light Emitting Diode) lights:

Lights produced between 2012-2016:

- If one bulb goes out, the rest stay on.
Replace burnt out bulbs.
- If a bulb is purposely unlocked and removed, 10 additional bulbs will go out.
It is designed this way to assist customer in locating where the problem is.
Replace missing bulb.

Lights produced prior to 2012:

- If one bulb goes out, 7 additional bulbs go out.
Each unlit bulb needs to be checked by removing and replacing with new bulb until the bad bulb is found.

If customer still cannot get their lights to work, under warranty we will send them complimentary replacements lights. If customer is not registered with valid proof of purchase they will be charged the replacement fee.

If customer is not satisfied with the replacement lights, a call tag will be issued. Customer must call back in January during the time frame indicated on Call Tag page.

****CALL TAGS ARE ONLY ISSUED TO CUSTOMERS
WHO LIVE IN THE CONTINENTAL U.S.
DO NOT ISSUE CALL TAGS TO CANADIAN CUSTOMERS****