



Warranty overview - Lamps and LED products

Lighting products

LEDs, NANO-light LEDs, Loco Lamps and other LED based lamps

LED based lamps or items and loose LEDs are akin to parts or components that are subject to correct wiring and choice of power supply. Because we are unable to regulate customer power supply choices or oversee the correct addition of resistors etc, they are not truly warrantable, but we DO allow you to use common sense and good judgement.

Please TEACH customer the right way. This "live link" will help:

<http://www.dccconcepts.com/vamr/leds-and-how-to-get-the-best-from-them>

Please note that all LEDs are tested when purchased and all NANO-lights™ and LED based lamps are tested 100% as they are produced.

We are therefore very sure that they ALL work when we pack them. That means that the fine wire leads are not loose, and the LEDs all work... But they DO require careful handling.

Basically as we cannot control what power supply the customer uses, and we can't ever see how they handled them, or if they added a resistor or not according to instructions there is NO warranty on LED products other than the correct number / correct accessory items having been packed in the first place.

Incandescent lamp based items.

We power test 100% of our lamp range on receipt from the factory before they are packed. We also inspect them very carefully.

The packaging is also made strong to protect them and clear so that YOU can see what is in the packs you sell, and you inspect when you sell them... so of course, you also know it was OK when you sold it!

Basically they will all work properly if they are used with the correct power supply.

We recommend a low voltage in the instructions and we also include "light control PCBs" that will protect them by reducing the voltage that gets to the lamp if the power supply the customer uses is at the high end of recommended voltage scale.

So – warranty will not cover heat issues as these are 100% caused by too much power.

Therefore, if it is burned out or the heat has caused damage, it is an over-voltage issue and not really warranty.

Please use good judgement here! (Talk to the customer about power supply choices. Remind him that the 12v uncontrolled output on a trainset controller really isn't 12v - its almost always 16v (and the 15v AC output is usually 19v unfortunately)

Please encourage the use of regulated DC power supplies wherever possible.



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Transit damage.

Transit damage and rough handling are the cause of 99% of all claims for damage or breakage in lamp related or similar products.

Because we make them to scale, our lamps have delicate detail. We therefore pack them very carefully.

WE inspect every lamp before packing and we are sure they were OK when they left us. Please inspect all lamps on arrival and claim from your carrier if they are damaged, as they leave us in good condition.

Please also check them as you complete the sale.

Make a point of doing it in front of the customer and it is quite important, as its not unknown for new owners to damage things accidentally thanks to careless handling!

Special circumstances:

Actual failures & problems are so low however that we DO try to be understanding and sympathetic to special one-off problems when they occur...

So where a customer is honest and up-front about a failure or it is something that is really out of the ordinary or perhaps a genuine and understandable accident, we (and you) can have the flexibility on some occasions to be helpful.

Example: Using potential support as a positive sales tool.

We had a customer whose layout set-up assistant carried his car keys in the same hand as he helped carry end of an exhibition layout baseboard.

His keys tangled in the wiring, damaging the wiring of 6 of our Station Gas lamps.

We felt for the poor owner of the layout & gave him some new lamps free.

If you DO want to give "Special support" we will probably help you - but please DO contact us first, as it is important that we know what is being done and why so we can follow up properly for you.

If you learn about our products, look after customers and test before you return, we'll always help!