

TECHNICAL SUPPORT REQUEST FORM

Name: _____ Date: _____

Email: _____ Phone: _____

Product: _____ Door: ☐ Lighting: ☐

Description:

Have you tried any solutions? (N/A if you have not) :

Parts: Solara Lighting LLC products are made of the finest materials available and are manufactured under the most rigid specifications in the industry. **Solara Lighting warrants its products against defects in manufacturing for a period of one (1) year from our date of invoice and will promptly replace or repair any items found to be defective.** Finishes: Your lanterns require regular maintenance of the outside finish as well as the burner parts of the lantern. Please refer to your maintenance guide for details of cleaning and maintenance procedures. Your lanterns exterior should be rubbed down with a protective coating such as Murphy Oil, to aid in corrosion protection. We recommend cleaning and applying the Protective coating at lease every 6-months. Failure to maintain the finish of the lantern can result in the voidance of your warranty. Solara lighting offers a two (2) year warranty on all of our standard finishes.