

After-sales service & spare parts

AFTER-SALES SERVICE: BETTER-INFORMED CHOICES

Accompanying you every day

Our After-Sales Service Department will meet all your needs, in particular for changing a part, whether it's an LED board, a detector, the power supply, or the diffuser. To do this, all you have to do is send us its identification number, and we will inform you by return its part number and instructions for changing it. Not forgetting the essential instructions for safe, optimum installation.

Our teams will investigate with you the relevance of retrofit actions and will advise you on the various solutions possible.

If any malfunction is noted during or after installation, our sales team will report such incidents and pass the details onto our After-Sales Service department.

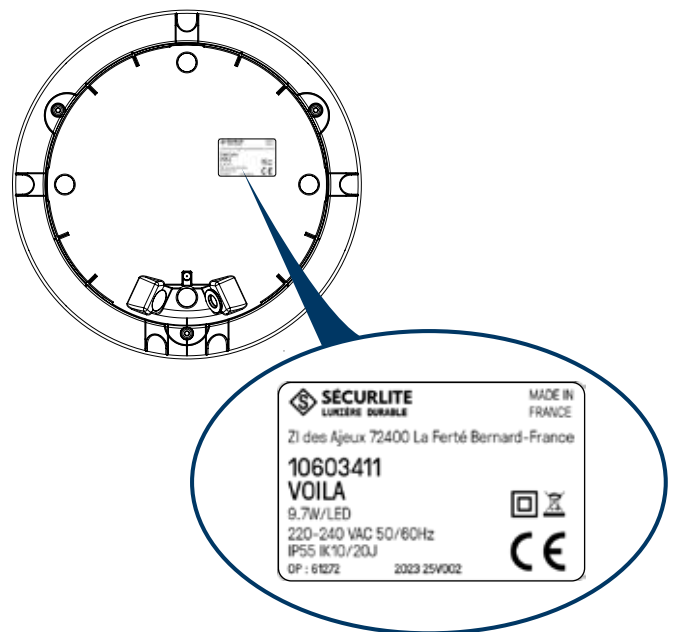
The latter will then take charge of diagnosing the problem, and in the event of a breakdown, will send the luminaire involved for repair.

The repaired luminaire is then sent back to the customer.

This virtuous policy is possible thanks to our expertise, the eco-design of our products that are designed to be repairable, and our stock of components and spares.

HOW TO GO ABOUT IT?

There are identification numbers inside every Sécurlite fitting. Note these numbers and contact our After-Sales Service, stating the part you want to change (LED board, detector, power supply, diffuser, etc.)



We will send you by return the part no. you require and the instructions for changing it.

Ask our SÉCURLITE teams who will investigate with you the relevance of retrofit actions and will advise you on the various solutions.

Retrofit

RETROFIT: RENOVATE WITHOUT CHANGING

As part of a circular economy policy, Sécurlite designs its devices so they can be upgraded and repaired.

Hence you will be able to convert your existing Sécurlite luminaires to LED technology, by using replacement LED geartrays for your existing fluorescent fittings.

This is easy to do if you are already using our luminaires with plug-in geartrays, like TITAN or RONDO. And if your fitting did not originally have a plug-in geartray, like BANG or VOILA, the change can be made using an LED geartray with a connecting kit.

You can also opt to repair your luminaires by replacing the critical components (LED modules, detector, LED driver) with similar parts, thereby extending their life.

Or look into using Sécurlite products to replace luminaires from other manufacturers.

REPLACING OLD DIFFUSERS WITH NEW HIGH-EFFICIENCY DIFFUSERS

Changing your luminaires' old diffusers and installing latest-generation diffusers will enable you to gain up to 15% more light output!

