

What is covered under your warranty?

Gemstone Lights offers a 5 year manufacturer's warranty on all Gemstone Lights hardware. Astoria Lighting Co offers a 3 year warranty on service and labor.

Any Gemstone Lights-registered product or component that fails or has defects within the warranty period is covered under the 5-year product warranty. That means there will be no cost to you for a replacement product or component. Astoria Lighting Co will replace the part at no cost to you during the 3-year service and labor warranty. After the three year period, there may be a labor charge for the repair, but the parts will be covered within the five year warranty.

If you are experiencing any issues with the product, simply contact us through the [Existing Clients link](#) on our website.

What is not covered under warranty?

Not all issues you may have are covered under warranty. Here is a guide to help you know what is covered and what might require additional charges:

- Some WiFi Controller reconnects (due to changing passwords, routers, ISP, etc)
- Additional help operating the Gemstone HUB app
- Damage to products or components from outside elements such as weather, animals, other work conducted after installation, customer misuse, etc.

We want you to be happy with your lights and with the service we provide. If you have any questions regarding the operation of your Gemstone Lights system, we are always happy to help guide you to a solution. That may be through the self help materials that are available, or talking through the issue on the phone until either the problem is solved or we determine that a site visit is needed. If a site visit is required, a service call fee may apply. Please see below for more details on what is and what is not covered under warranty.

Controller Reconnects

If your controller loses sync with your home WiFi due to power outages, or if you have changed your WiFi login credentials or changed service providers, you will need to reconnect your Gemstone controller. We have [several self-help resources where you can find the steps to get reconnected on your own](#). If the issue is due to a faulty controller, we will replace it at no cost during the warranty period.

App Operation

We understand that your Gemstone Lights have a lot of functionality and it may seem overwhelming at first learning how all the features work. There is a help section within the Gemstone Lights HUB app that you can access to refresh your memory. We at Astoria

Lighting Co have also created a series of videos that have step by step instructions on the operation of your Gemstone system. In addition, we have provided a Gemstone Lights HUB App User Manual online to guide you through it. All of those resources can be found on the [Existing Clients](#) page on our website.

If you have already checked these self help options, and still have questions, feel free to call us and we will be happy to talk you through it. If you would like to have an in person app tutorial and demonstration, a service fee may apply.

Damage To Products or Components

Damage to the lighting system may occur due to causes outside of our control, such as adverse weather conditions, animals chewing through lines, other trades working on your home, etc. When we install your lighting system, we take care to minimize the risk of these things happening, but should they occur, we will be happy to come and repair the damage. If it is determined that the installation was done correctly and the damage was related to issues beyond our control, a service fee and charges for parts may apply.

Changes to the system must be done by authorized Astoria Lighting Co personnel. Examples of unauthorized changes include but are not limited to:

- The disconnecting or moving of any Gemstone components not done by an authorized Astoria Lighting Co contractor;
- Connecting any non-Gemstone components to the Gemstone system (Power supply, controller, lights, etc);
- Making changes to the control box housing or any components.

Our Customer Satisfaction Commitment

Our customers love our products and the service we provide. We sincerely hope that you will too, and we will do everything we can to ensure that happens, in the most efficient way possible. solution.

Thank you for your business!