

FAQs

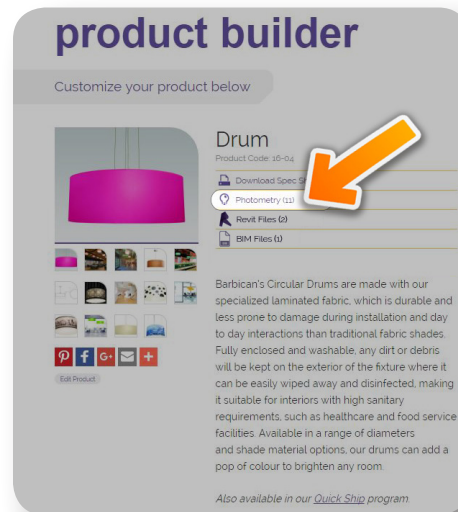
The Frequently Asked Questions at Barbican

1) Where can I find environmental information for Barbican products?

We are currently developing Barbican's Sustainability Manual for 2017. Once it is complete, it will be uploaded to our Resources page.

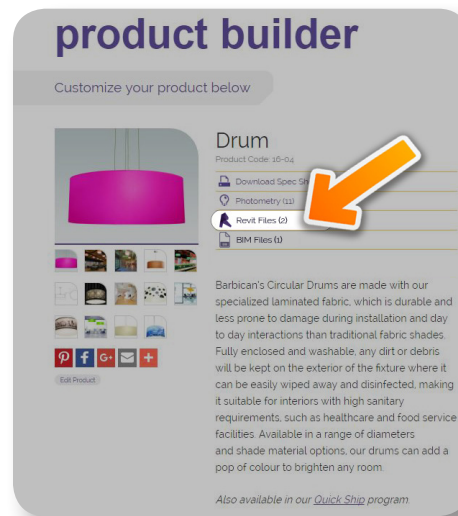
2) Where can I find IES files for your products?

IES files are found in the download area of the Product Builder. If you require an IES file that is not available, it may be requested by contacting sales@barbican.ca. Please allow 2-3 business days to receive the IES file(s).



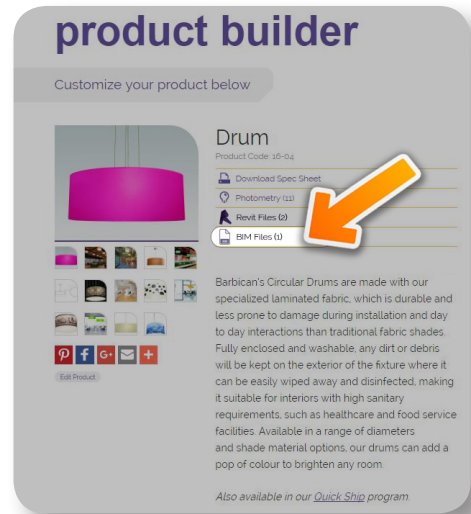
3) Where can I find Revit files?

Revit files are found in the download area of the Product Builder. If you require a Revit file that is not available, it may be requested by contacting sales@barbican.ca. Please allow 10 business days to receive the Revit file(s).



4) Where can I find BIM files?

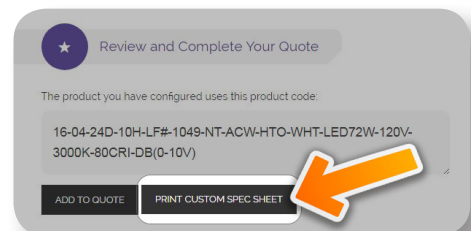
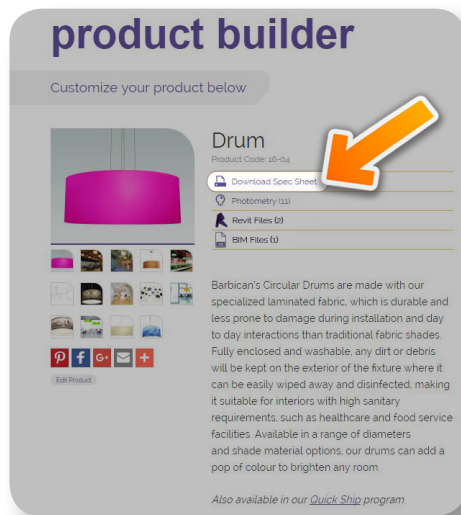
BIM files are found in the download area of the Product Builder. If you require a BIM file that is not available, it may be requested by contacting sales@barbican.ca. Please allow 10 business days to receive the BIM file(s).



5) Where can I find a spec sheet?

Barbican offers two versions of Spec Sheets, both available for download on our site. One is a generic spec sheet that is located in the download area of the Product Builder.

The other, a customized spec sheet, is available once you have completed your quote request. It reflects the options selected as well as your complete part number.



6) What is Barbican's warranty?

Barbican products are guaranteed to be free from defects of material and/or workmanship under normal and proper use for a period of three (3) years after the date of shipment. LEDs supplied by Barbican are guaranteed to be from defects of material and/or workmanship under normal and proper use for a period of five (5) years from the date of shipment.

Barbican agrees to correct defective products by repair or replacement, at our option, all material and component parts. This warranty excludes all auxiliary equipment produced by others, such as drivers, used in the manufacture of Barbican products. The guarantee

of such auxiliary equipment shall be limited to that provided by the supplier and shall constitute fulfillment of all obligations.

Barbican assumes no responsibility for improper selection, installation or modification of its products.

7) How do I find lumen outputs for your fixtures?

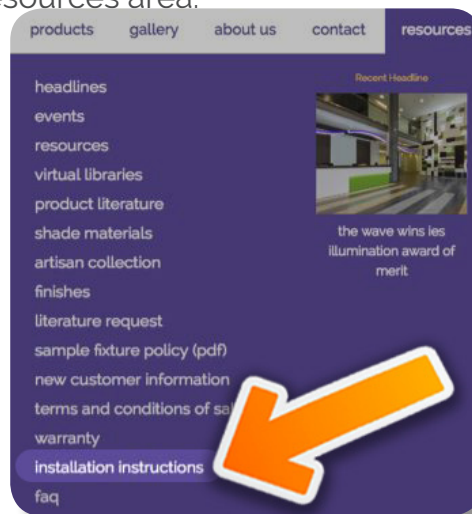
The lumen output will depend on the type of fixture. Contact our Customer Service team at customer.service@barbican.ca to request an IES file to determine the output.

8) Can you make custom fixtures?

Yes, custom fixtures can be made. Please contact our Customer Service team at customer.service@barbican.ca to discuss your options.

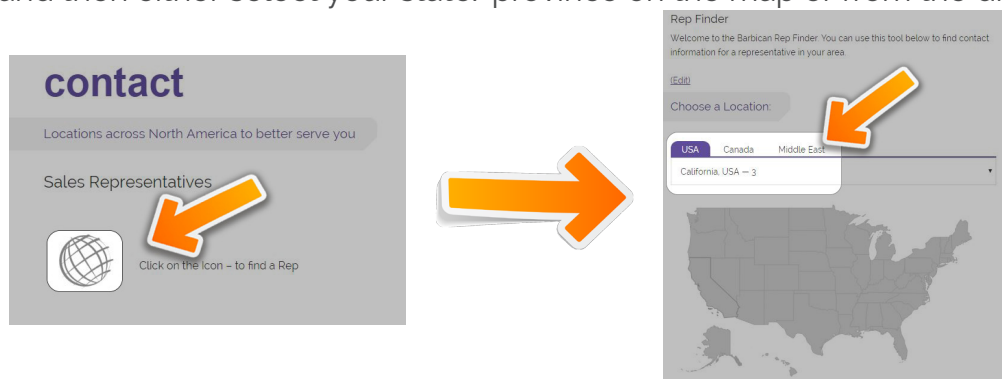
9) Where can I find installation instructions?

We are currently developing a full set of installation instructions for all of Barbican's products. Once completed, these will be found on the Product Builder page. Generic instructions can be downloaded from the Resources area.



10) Who is the rep for my territory?

Your local Barbican representative can be found by clicking on the Sales Representatives icon on the Contact tab. This will take you to the Rep Finder map, where you can select your country and then either select your state/province on the map or from the dropdown list.



11) Can I purchase direct from the factory?

Unfortunately you cannot purchase directly from Barbican. Orders need to be placed through our territory representatives. For more information on how to find your territory representative, please see question 10) "Who is the rep for my territory?" above.

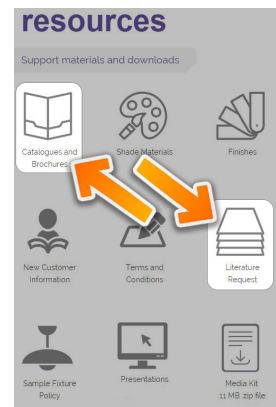
12) How do I obtain finish samples?

Barbican can provide samples of our standard fabric, prints, trims and diffusers. Simply send your request to sales@barbican.ca. Please allow 5-10 business days for samples.

13) How can I request a catalogue or other literature?

If you require a physical catalogue or other literature, you can either contact sales@barbican.ca to place a request or you can use our online Literature Request form found under the Resources tab.

Alternatively, all of our literature is also available for download on the Product Literature page under the Resources tab.



14) What are the lead times for your products?

Standard products: 4-6 weeks*

Customized Standard products: 6-8 weeks*

Custom products: 8-10+ weeks*

**Please note: Quantity can affect this lead time schedule.*

15) Do you ship internationally?

Yes, we ship internationally. Barbican is established in a number of international markets.

16) Are your products CE certified?

Yes, our products are CE certified.

17) Are your products ETL certified?

Yes, our products are ETL certified. Testing is conducted in-house in our ETL certified lab.

18) Is freight included in the pricing?

Freight is not included in the price. A freight quote will be provided upon request.

20) How do I get an estimated freight cost?

You can request an approximate freight cost at sales@barbican.ca

21) Is pricing available on Live Chat?

Pricing can be requested on Live Chat. All formal pricing will be provided by our local representative.

22) Does Barbican have a GSA contract?

Barbican does not currently have a GSA contract, however we are working towards obtaining one for a select number of our fixtures.

23) Can we use our own fabric for a laminated shade?

Customer's own material (COM) will require testing prior to approval due to the specific requirements that fabric must meet in the lamination process. We will require a minimum 12" x 12" swatch for testing. Please allow three business days for testing (excluding shipping). If the test is successful the swatch will be returned to the customer for approval. Before sending the fabric to Barbican for testing, customers can get an approximation of how the fabric will look when laminated by wetting the fabric with water.

It is the responsibility of the customer to ensure that enough of the custom fabric can be sourced. Generally, fabric manufacturers produce only limited quantities of fabrics. Therefore, if the fabric will be needed for any projects in the future, it is best to utilize Barbican's printing capabilities.

24) Does Barbican meet Title 24 California standards?

Yes, all of our products are manufactured to Title 24 California standards.

25) How do I request an order confirmation?

Please contact sales@barbican.ca. for order confirmations.

26) How can I get tracking information for my order?

For tracking information, please contact sales@barbican.ca.

27) How are Barbican products packed and shipped?

All of Barbican's products are meticulously packaged in cardboard boxes and then secured onto a wooden skid.

28) How can I submit a claim for damaged shipments?

Shipments must be signed for damage at the time of receipt of the shipment including potential concealed damages.

You will need to photograph the boxes or product immediately so a freight claim can be initiated with the freight company.

Copies of the photos and Bill of Lading that has identified the damage(s) will need to be sent to Barbican as soon as possible at sales@barbican.ca. Freight damages must be reported at the time of receipt of product or identified and documented within 24 hours of receipt if it pertains to concealed damages.

29) How do I care for and maintain my Barbican product?

As the vast majority of our fixtures are fully enclosed, there is no need for cleaning the interior. The exteriors can be wiped down and disinfected, making them suitable for environments with high sanitary requirements such as healthcare and food service facilities.