

FAQs

Contractor Select Program

1. What is the Contractor Select program?

The Contractor Select Program is Lithonia Lighting's solution to simplify the way you do business by reducing costs, improving productivity and driving sales growth. The program consists of a focused, quality line of the most popular and competitive stock products from Lithonia Lighting. These products feature enhanced packaging and shorter product descriptions to simplify product selection and ordering.

2. Do all Lithonia Lighting products qualify?

No, it is a focused line of our most competitive and popular stock products.

3. Can I get any options?

If you require configurations not included in The Stock Guide, please refer to our PSG.

4. What is Accupro?

Accupro is an Acuity Brands owned ballast manufactured exclusively for Lithonia Lighting. Ballast spec sheet is available on Lithonia.com.

5. What is the warranty policy?

Each product carries a full-fixture warranty, including the ballast, good for 2 years* from the distributor date of purchase, subject to the limitations and exclusions set forth in the Lithonia Lighting Terms and Conditions of Sale available online at Lithonia.com/termsandconditions.

**Non-emergency LED fixtures are warranted for 5 years from the distributor date of purchase.*

6. Are there other Contractor Select features?

Yes, other features include enhanced packaging that simplifies product selection, shortened product descriptions for easy ordering and pallet and standard carton quantity information to simplify ordering and receiving.

7. What do I do if I have a defective ballast?

Call the toll-free number located on the ballast and Lithonia Lighting will ship out a replacement ballast. Replace a ballast from your stock and Lithonia Lighting will issue a replacement ballast. For more information, see the warranty policy available on Lithonia.com.

8. Will Contractor Select products be available in my local distribution center?

Inventory will be placed in local distribution centers based up on market demand.

9. What product collateral is available and how do I get it?

All product information including The Stock Guide and spec sheets can be found on Lithonia.com and the Lithonia Distributor Center (LDC).

10. Can I order through the LDC?

Yes, if your agency has set up pricing.

11. Are there merchandising materials available?

Yes, merchandising products and order forms are available on the LDC.

12. Are there Contractor Select promotions available?

Yes, please contact your regional sales manager for information.