Warranty

As part of Lutron's commitment to reliability, every Lutron product or system includes comprehensive warranty coverage. A standard warranty is included with the purchase of a product or with the startup of the system; in some cases enhanced system warranties are available.

To learn about our most common standard and Enhanced Warranties read on, or,
Browse specific product or system warranties by product name below.
Request existing warranty information for your specific job.

Extended Coverage options are also available after a purchase or after a startup regardless of whether you're in or out of the warranty period. These extended coverage options offer more extensive maintenance coverage and preventative support. Learn more about your extended coverage opportunities or compare extended coverage options to common system warranties.

Commercial Systems 2-Year Limited Warranty
The Commercial Systems 2-Year Limited Warranty offers 2 years of parts coverage, a first available onsite/remote response time for system issues, and 24/7 Technical Support.

Benefits:

- Coverage provides 100% parts and diagnostic labor coverage for most system issues for 2 years
- Coverage can be upgraded at any time with the purchase of a Technology Support Plan

Enhanced Warranties – Silver, Gold & Platinum
Lutron's Enhanced Warranties include Silver, Gold, and Platinum options.

Benefits:

- 8-years of parts coverage provides additional peace-of-mind

  – 100% replacement of parts and diagnostic labor for years 1-2

  – 50% replacement of parts for years 3-5

  – 25% replacement of parts for years 6-8
- Optional response-time guarantee limits the duration of system downtime for the first 2 years

  – Silver: offers first available onsite/remote response (years 1-2)

  – Gold: offers 72-hour onsite/remote response (years 1-2)

– Platinum: offers 24-hour onsite/remote response (years 1-2)
- Scheduled Preventive Maintenance (years 1-2) reduces the likelihood of system issues (Gold and Platinum warranties)

If Currently Under Warranty

If an issue is discovered, please call 1-800-523-9466 and follow the prompts for Technical Support. The Technical Support Group will begin troubleshooting to diagnose the root cause of the issue. Should further diagnostics be required to troubleshoot and/or correct the issue, Technical Support will coordinate with Field Service to arrange a first-available, remote/onsite visit by a Lutron Service Representative response based on Enhanced Warranty purchased.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.