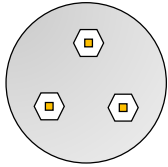


CUSTOMER SERVICE & TECH SUPPORT

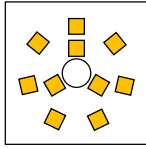
Due to the COVID-19 pandemic, many of our staff members are working remotely; therefore, there may be delays in responding to phone calls and voice messages. The quickest way to get help is through email. Check your spam folder for replies from @altairlighting.com.

For parts, email altaircs@altairlighting.com or call Customer Service at 800-787-1021 (option 1)

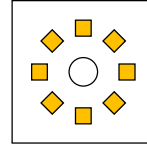
For installation support, email techsupport@altairlighting.com or call Tech Support at 800-787-1021 (option 2)



AL-2148
ITEM 654952
3 LEDs



AL-2149
ITEM 708695
10 LEDs



AL-2150
ITEM 837016
8 LEDs



AL-2161
ITEM 917884
8 LEDs



AL-2781
ITEM 511963
2 LEDs



AL-2152
ITEM 793890
4 LEDs



**AL-2163 /
AL-2163C**
ITEM 709775
10 LEDs



AL-2165
ITEM 1600099
6 LEDs



AL-2167
ITEM 1193817



AL-2169
ITEM 1315468

AL-3151 / AL-3162



AL-3151
ITEM 962686

Driver	DRVAL3151
Acrylic Shade	LENAL3151



AL-3162
ITEM 709620

Driver	DRVAL3162
Acrylic Shade	LENAL3162

Problem	Inspection	Solution
The light is flickering, dim, or does not turn on at all.	If you are using a dimmer, go to altairlighting.com and open the Dimmer List for this model.	If your dimmer is not listed on the Dimmer List, replace the dimmer with a compatible dimmer.
	---	Replace the driver.

AL-4010



AL-4010
ITEM 1900512

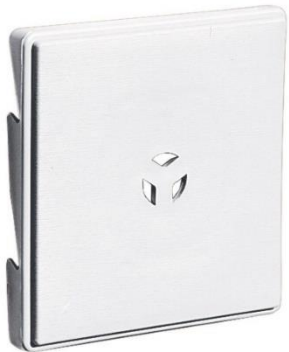
Glass Shade	GAL4010
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Problem	Inspection	Solution
The bulb is not performing properly.	---	Contact MaxLite directly at 1-888-231-8817 or email techsupport@maxlite.com .

ALTERNATIVE INSTALLATIONS FOR ALL WALL LANTERNS

Option for exterior siding

Before installing, you will need to purchase a **surface universal mounting block** to level the siding. These can be found in your local home and hardware stores.



Option for rectangular boxes

Altair porch lanterns are designed for octagonal or round outlet boxes; however, they may still be used on rectangular boxes. If the screws are too long to mount on the rectangular box you may cut the screws should be shortened (by 1" for AL-2167 & AL-2169, and 5/8" for AL-2165 & AL-2163), or call customer service to request a set of shorter screws (part MSCRZP1 for AL-2167 & AL-2169; SCRZP58 for AL-2165 & AL-2163). To order the screws, email customerservice@altairlighting.com or call (800) 787-1021 (option 1).