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**PART A:  
PLACING AN ORDER**

## 1. How to place an order?

Please visit our website [www.anour.dk](http://www.anour.dk) to place an order. Orders are subject to payment in full with order. Transport cost is included within the EU. Goods will be ready to ship with a lead time up to 8 weeks. Lead time starts when we have received payment in full. Queries can be sent to [contact@anour.dk](mailto:contact@anour.dk)

## 2. Can I return an order?

Because all products are hand-made and made to order, we cannot accept returns.

## 3. Warranty

The warranty period is 2 years for Denmark and 1 year for other EU and non-EU countries.

## 4. Dammmages?

Damages on delivery must be documented and reported within 5 working days of receipt. ANOUR will not be responsible for any repair or replacement of damaged goods reported after this time. If damage has occurred during shipment, all packaging must be retained and the goods must be signed for either as 'damaged' or 'not checked'. Failure to do so may invalidate any claim.

### RECEPTION OF THE LIGHT / CLAIM PROCESS

1. Check for any visible damage to the packaging. If yes, report it immediately to the delivery man and on your shipping receipt.
2. Open the package and check the contents.
3. If there is any visible damage to the product, please document and notify us immediately with photos and your order number.

We are not responsible for the following :

1. Damage caused by incorrect cleaning solutions or methods.
2. Damage caused by incorrect installation or assembly by the customer or the customer's agent.
3. Damage caused by exposure to weather and poor environment.
4. Changes in the appearance of the finishes. Materials are designed to change with age.
5. Any cost of installation, removal or re-installation.
6. Restoration or repair work.
7. Any parts purchased from other suppliers, for our light fixtures.

## 5. Notes

1. There is **no ceiling cap** provided with the I-MODEL .
2. Please note that we only offer our lamps to the US without power supply. We advise you to purchase the switchex system from diodeled directly. This is an UL certified external dimmer/driver from a renowned US company. Link: <http://www.diodeled.com/switchex/>
3. Please note that local customs and VAT will be charged for shipment outside EU.

**PART B:  
TECHNICAL QUESTIONS**

## 1. Materials, Maintenance & Care

Anour finishes are created in our Copenhagen workshop by our artisans. Our raw materials copper, brass, steel and wood have an innate character and a corresponding ageing process. ***Due to the hand-made process, each product is unique and may vary in finish.***

To maintain the finished quality of your ANOUR product, please follow the cleaning procedures provided below. The instructions for the care and maintenance are provided to you as a service. No warranty is implied since results may vary.

Before cleaning, the light must be turned off and unplugged from mains supply. Whilst cleaning, please be extremely careful.

### Maintenance and care of polished surface

The product should only be treated with a polishing cream made for the specific material. We recommend ©BRASSO

### Maintenance and care of browned surface & blued steel

The product should only be cleaned with a dry soft cloth. Only if required, a thin coat of acid free natural oil can be applied on the surface and wiped afterwards with a clean soft cloth.

### Maintenance and care of brushed surface

For regular cleaning, the product should only be cleaned with a dry soft cloth.

To remove small scratches and scuff marks, you can firmly rub the surface (in the same direction of the brushed finish) with the rough green side of a sponge. You can also apply a polishing cream ©BRASSO with a dry soft cloth.

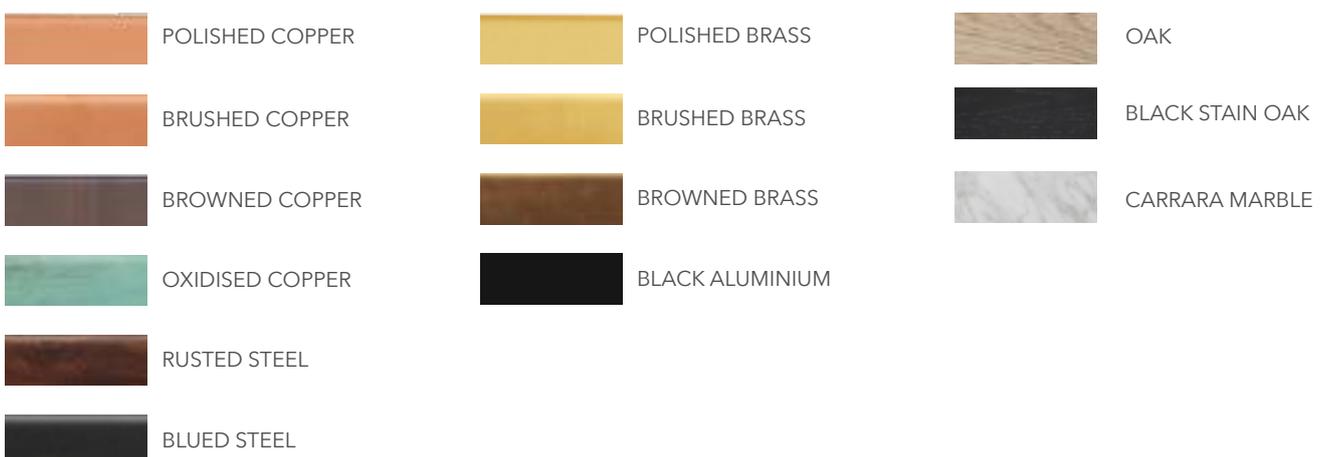
### Maintenance and care of rusted and oxidised surface

For regular cleaning, please use a feather duster.

### Maintenance and care of marble

Dust frequently with a clean, soft cloth. Wash periodically with a cloth dampened with warm water, and if necessary, a small amount of mild dishwashing liquid. Use a second damp cloth to remove the soap.

Please be careful with liquids around the touch dimmer and cable insulation areas. For more information, consult the FAQ on [anour.dk](http://anour.dk) or contact us at [contact@anour.dk](mailto:contact@anour.dk)

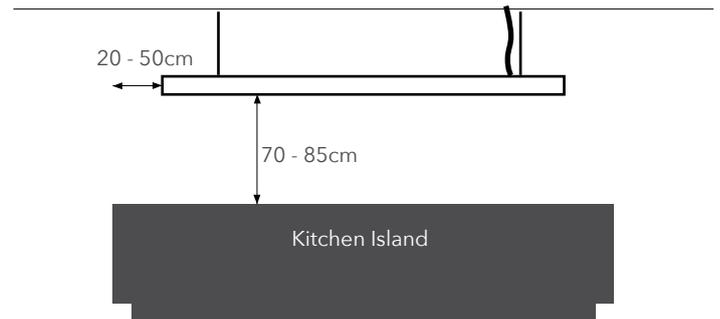
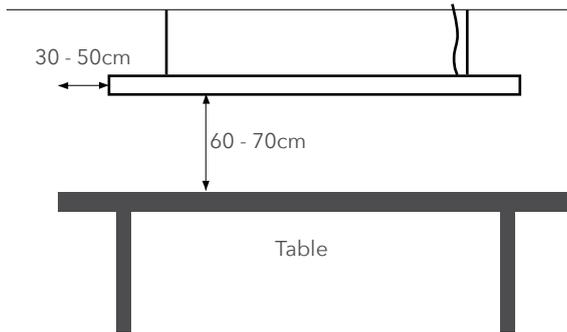


## 1. Best height for a pendant lamp?

Above a table top, we recommend leaving a distance of 60 - 70 cm between the top of the table and the bottom edge of the pendant. Between the side edge of the table and the side edge of the lamp, we recommend leaving 30 - 50 cm.

Above a kitchen island, a little more space will be needed. We recommend 70 - 85 cm between the worktop of the island and the bottom edge of the pendant.

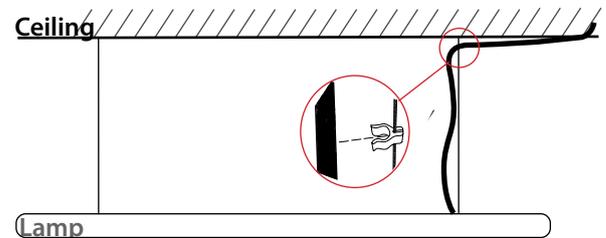
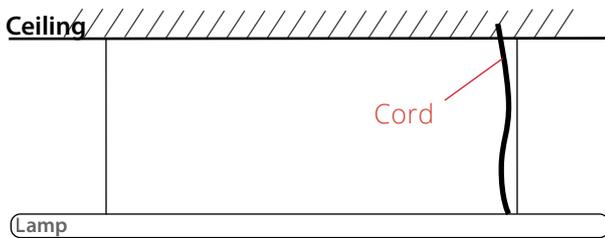
Please make sure the hanging height of the light is to your satisfaction before cutting the wire/ cord.



## 2.1 Model Cord & Ceiling connection

OPTION 1: The cord goes directly through a hole to the ceiling. Recommended for suspended ceiling panels

OPTION 2: Use cord clips to direct the connection away from the ceiling suspension towards the nearest electrical output.



## 3.1 Model Cord colour options

The suspension wire is always in steel, but the textile cord of the light is available in several colours. Unless otherwise stipulated, we will supply the light with our standard colour combination.

Standard combinations:

- Brass, brushed - Grey cord
- Brass, polished - Grey or black cord
- Brass, browned - Brown cord
- Steel, rusted - Brown cord
- Steel blued - Grey or black cord
- Copper, brushed - Cipria cord
- Copper, Polished - Cipria cord
- Copper, browned - Brown cord

Note: Please advise us if you request a cord longer than the 3 metres standard length.



Black



Grey

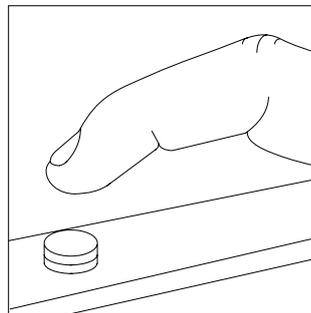
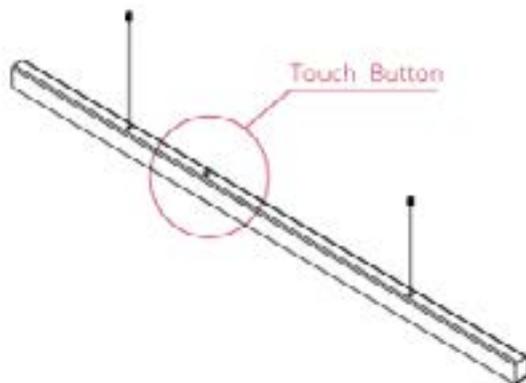


Brown

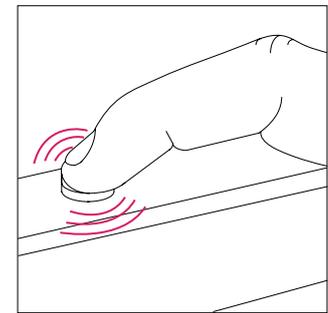


Copper

#### 4. How to use the touch dimmer button?



Tap once to switch on.  
Tap again to switch off.



Double tap to reach  
max/min light.

Maintain your finger  
on the button to dim  
the light.

#### 5. External dimming options

As standard, the products listed below come with a touch dimmer button placed on the lamp body:

- I MODEL cord and cordless version
- DIVAR
- T MODEL
- F MODEL
- X MODEL
- Y MODEL

Our products are compatible with different external dimming systems (additional fees). If you would like one of the below options, please make a note of it in your purchase order.

1. DALI
2. PUSH DIM
3. 1-10 Volt
4. CASAMBI

Below is an explanation of the differences between the types of dimming controls to help you choose the option that best suits your requirements. We advise to **always consult an electrician prior to order.**

## **PART C: INSTALLATION MANUALS**

Click on links below:

[DIVAR](#)

[DONYA](#)

[I MODEL CORD](#)

[I MODEL CORDLESS](#)

[Y MODEL](#)

[X MODEL](#)

[F MODEL](#)

[T MODEL](#)

[G MODEL](#)

[DIMMING COMPATIBILITY](#)