

FAQ (Frequently asked questions)

1) Who is NL Technologies?

NL Technologies (NLT) is a Canadian-owned designer and manufacturer of underground lighting and digital communications solutions for the mining and tunneling industries, with manufacturing/assembly locations in Canada, Australia and Chile along with distributor partners globally. Northern Light® cap lamp systems are designed for maximum durability and comfort, while offering integrated radio-lighting and power-take-off systems as well as RFID and WiFi tracking tag options. In 2009, NLT introduced Polaris their first ever cordless cap lamp integrating the battery and light source in one enclosure. In 2008, NLT launched the Eclipse cap lamp, incorporating the latest in LED technology and Li-Ion battery technology to provide a lighter, brighter and more cost-efficient lighting system. Northern Light Digital™ offers a holistic approach to communications within the underground environment and is based on an open standard network using Wi-Fi protocol and wireless communication technologies to enable a fully connected digital mine. The digital network and software solution supports a myriad of applications including personnel and equipment tracking, two-way communication, VoIP, video and data transfers to meet all the demands of the modern mine.

2) How do I maintain the lens of my Polaris?

There are 2 ways you can maintain the lens. The first is to use the protective tear away film, which is replaceable and can be purchased through your regional distributor. The second way to use is a damp cloth and wipe down the lens. ****Do not use any chemicals or solvents on the lens or cap lamp doing so will damage the product thus voiding the warranty****

3) Can I charge my Polaris on other manufacturers charging systems?

No, BUT an existing NLT charging system can be adapted for use with Polaris by the installation of a Polaris adaptor plate (Retrofit kit) and charger housing.

4) What parts of the Polaris are user serviceable?

Screws, front cover, push button and clip.

5) If my Polaris needs servicing what do I do?

Contact your regional distributor. Visit www.nltinc.com for a list of distributors in your area. If you cannot find a distributor near you please contact info@nltinc.com

6) Is my Polaris water proof?

Yes, but it doesn't float. If the push button is removed there is a risk of water ingress.

7) How long is my warranty? And what's covered?

Your lamp comes with a 1 year warranty. **Please note NL Technologies warrants that the Northern Light™ Polaris Cap Lamp assembly and Charger Stations will be free of defects in material and workmanship for a period of 12 months from date of purchase. To allow for inventory and transportation, warranty is 18 months from the date on the serial number or 12 months in service, whichever ever comes first. Rubber components and front covers are excluded from warranty. Note this warranty does not extend to product performance as part of a larger system nor in combination with other products, elements or components not supplied or approved by NL Technologies. This warranty is conditional upon the proper use, maintenance, operation and protection of the products and adherence to the following constraints:

A. Charging Temperature-The battery chargers must be installed in a Lamp Room where the temperature is between 10°C and 35°C inclusive (50° F and 95° F inclusive).

Note: Optimum range is between 15° C and 20° C inclusive (58° F and 68° F).

B. Depth of Discharge-Batteries are discharged maximum once per day and fully recharged each day. The battery shall be chosen for a depth of discharge of not more than 80%. NL Technologies' total and complete responsibility for any loss or damages however caused shall not exceed in any circumstances the original cost to the original purchaser of the product.

8) Can I charge my Polaris in the car?

Yes with the proper vehicle battery adapter (part #NR4502)

9) What accessories are available for my Polaris?

- a) Lanyards (part #NL8602);
- b) Headband (part #NL8604)
- c) Adjustable Clip (part #NL0302);
- d) Tear Away Lens protector (part #NL7807-P10);
- e) Colour Filters (part #NL8110B Blue; NL8110G Green; NL8110R Red);
- f) Vehicle Battery Adapter (part #NL4502)

10) What kind of charging infrastructure is available?

Single unit, 24 unit (can sit on desktop), 48 unit (floor stand) and vehicle adapter.

PART NUMBERS:

120 Volts		240 Volts	
Single unit	NR5120-01	Single unit	NR5240-01
24 unit	NR5120-24	24 unit	NR5240-24
48 unit	NR5120-48	48 unit	NR5240-48
Retrofit adapter kit	NR5000-AD	Retrofit adapter kit	NR5000-AD
Vehicle battery adapter	NL4502	Vehicle battery adapter	NL4502