

# LumiClear™ FAQ's

**Q: Are there multiple LumiClear™ options?**

A: LumiClear coatings are available in 3 different non-glare's, and one hardcoat fogless option. Refer to the LumiClear™ product flyer or [www.walmanoptical.com/lumiclear](http://www.walmanoptical.com/lumiclear) for full product details.

**Q: What is the availability of LumiClear™?**

A: LumiClear™ is available on all lens brands and materials processed in house, unless otherwise specified by the manufacturer.

**Q: What color is LumiClear™?**

A: LumiClear™ UV and LumiClear™ Pro will both have a green hue on the front and back of the lens. LumiClear™ Prevent will have a purple hue on the front of the lens and a green hue on the backside.

**Q: Do any of the LumiClear™ options come in a backside only option?**

A: LumiClear™ UV and LumiClear™ Pro can both be ordered as backside only options. When ordering, select the backside only option, or request for backside only in the notes.

**Q: What is the warranty on LumiClear™?**

A: All LumiClear™ products are backed by our two-year, two-time warranty against scratches, or product failure, from normal use.

**Q: How do I order LumiClear™?**

A: LumiClear™ will be updated in RxWizard, VisionWeb and Paradeyes. Search for LumiClear™ in the dropdown and select the option best suited for your patient.

**LumiClear™ Ordering Codes**

- LumiClear™ UV - LMC
- LumiClear™ Pro - LMP
- LumiClear™ Prevent - LMB
- LumiClear™ Fogless - LMF

**Q: We order through our Practice Management System and I don't see LumiClear™, how do we update our system?**

A: Practice Management Systems need to be updated at the practice level. Have your system administrator contact our Walman Optical Help Desk at 877.863.2759 for assistance walking through the updates to your Practice Management System.

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**Q: Will LumiClear™ be available on Managed Vision Care?**

A: LumiClear™ will not be a listed option in your VSP drop downs, please continue to use lab choice as your selection.

For EyeMed, LumiClear™ will be provided as the standard backside option. It will not be listed as LumiClear™ in the ordering platform, or available as a standard frontside option.

For all other plans, please contact the Optical Help Desk.

**Q: Can I order LumiClear™ on Eyefinity for Private Pay patients?**

A: Yes, it is available on private pay orders through Eyefinity. Select any Lab Choice AR - Category D and notate which LumiClear™ product you want processed on the order.

**Q: Are any current Walman Optical non-glare's being discontinued?**

A: Yes, we will be phasing out Sentinel, Retinal Bliss and Exceed non-glare's.

**Q: Why are you changing your proprietary non-glare options?**

A: Walman Optical has always been centered on enriching lives through better vision, which is why we routinely upgrade our proprietary products. With LumiClear™, we are moving forward with upgraded technology to continue to offer outstanding coating options for your patients.

**Q: I currently order Sentinel Plus UV for non-glare, what should I choose now?**

A: LumiClear™ UV will replace Sentinel (SPN), Sentinel Plus UV (SPU) and Exceed (EXC). LumiClear™ Pro is the replacement for Exceed XTC (XTC).

**Q: What is the replacement to Retinal Bliss?**

A: LumiClear™ Prevent is our new blue light filtering AR. It has all the same properties of LumiClear™ UV with an added blue light filtering layer.

**Q: My patient has Sentinel, Retinal Bliss or Exceed on their lenses. Will they still have a warranty?**

A: Walman Optical will continue to honor non-glare warranties on Sentinel, Retinal Bliss and Exceed products. If a warranty remake is requested, we will remake the lenses as a pair with LumiClear™ to ensure a color match.

**Q: I still have questions on LumiClear™. Who should I contact?**

A: Our Walman Optical Account Managers, labs and Optical Help Desk are all prepared to answer any additional questions on LumiClear™ products and processes.