MULTIFLEX ORBIT

Installation Manual

Version 1.1 - September 2026

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TEMPERATURE & BENDING

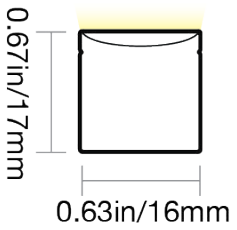
COMPLEXITY, SIMPLIFIED.

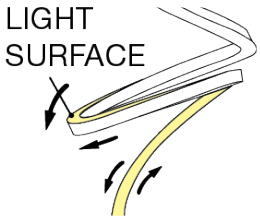
INSTALLATION TEMPERATURE CHART

	SILICONE	
Ambient Installation Temperature	16W ~ 22W 13W ~ 15W 10W ~ 12W 7W ~ 9W ≤ 6W	-40° ~ 113°F (-40° ~ 45°C) -40° ~ 122°F (-40° ~ 50°C) -40° ~ 131°F (-40° ~ 55°C) -40° ~ 140°F (-40° ~ 60°C) -40° ~ 149°F (-40° ~ 65°C)
Maximum Mounting Surface Temperature	185°F (85°C)	185°F (85°C)

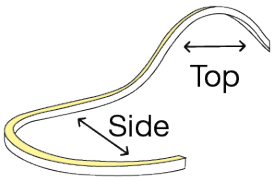
MINIMUM BENDING DIAMETER

Multiflex Orbit Silicone 24V LED Linear Flex seamlessly combines side and top bending into a single (0.63in x 0.67in), versatile fixture. Designed for designers, suppliers, lighting planners, and installers, it enhances creativity and efficiency with its free-bend capability, enabling limitless design possibilities while simplifying installation.





MULTI BENDING



Top & Side: 11.81in (300mm)

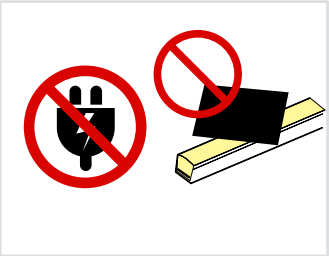
THERMAL FLUCTUATION

Defined in the fixtures OFF state

Fixtures have an Expansion and Contraction variance of up to:
Silicone - 0.05%

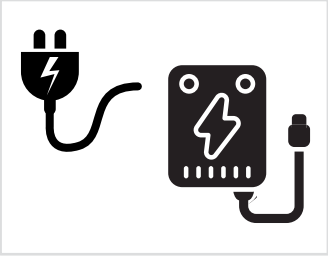
FIXTURE PRECAUTIONS

COMPLEXITY, SIMPLIFIED.

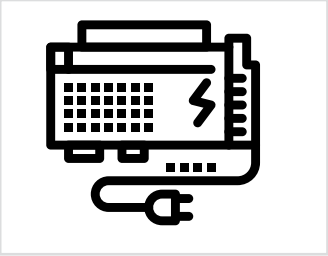


Turn off power during installation and avoid covering the light fixture while lit.

Only qualified personnel maintenance work.



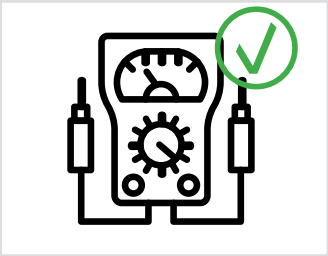
Use appropriate power cables and converters to prevent flickering.



Use only recommended Power Unit.

Cut the Vivid Linear Flex Light only at the identification mark using special cutting tools.

Do not use the product if silicone casing material is damaged.

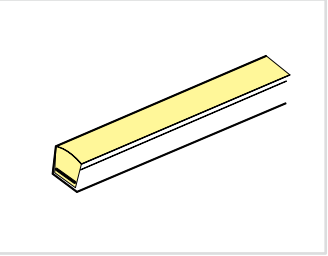


Test connections with a multi-meter

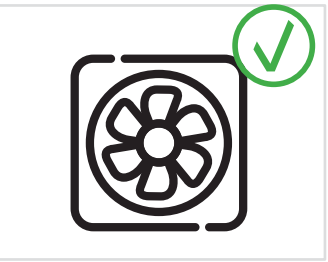
Avoid installing in small, confined spaces warmer than -40°F ~131°F (-40°C ~ 55°C)

Install the product out of reach of children.

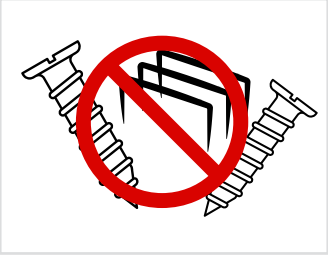
Do not exceed specified voltage. Failure to do so will result in LED life degradation.



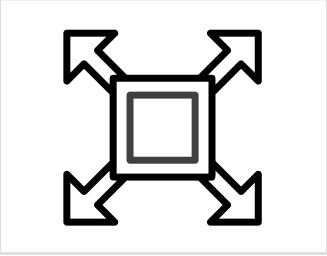
Replace the entire fixture when the light source reaches the end of life.



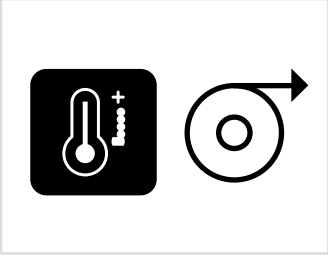
Assemble with proper ventilation and avoid assembly on vibrating surfaces.



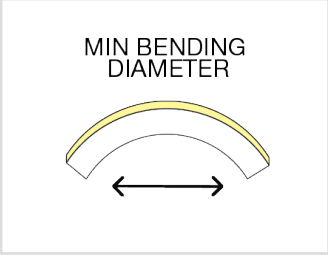
Use suitable fixing materials for installation.



Allow space for expansion in aluminum channels.



Preheat Vivid Linear Flex Light before use in low temperatures and unwind from the reel before assembly.



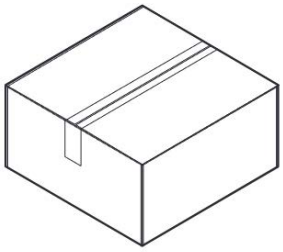
Do not over bend & avoid bending at the first unit of light and connector. Damage to components can result.

UNPACKING THE FIXTURE KIT

COMPLEXITY, SIMPLIFIED.

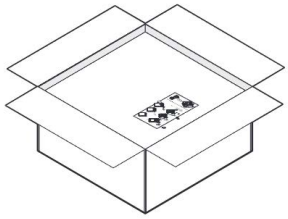
STEP 1:

Place box on a sturdy, level surface.



STEP 2:

Cut the tape and open the box.



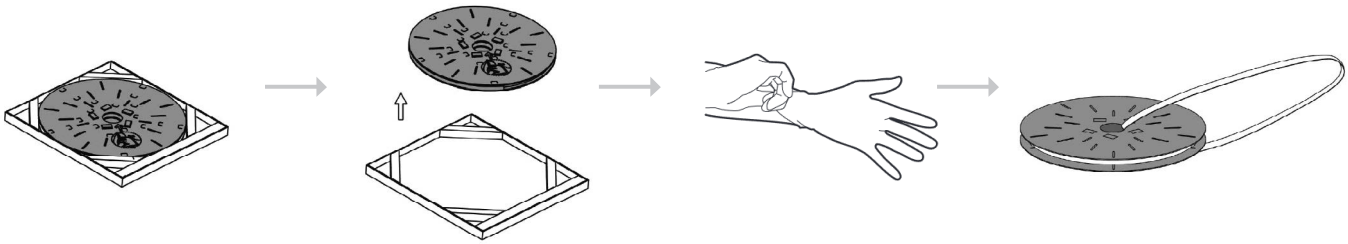
STEP 3: FOR A SINGLE FIXTURE

Remove the carton out of the box.

Lift the disc out of the frame.

Put on the gloves in the tray.

Remove the fixture from the disc.



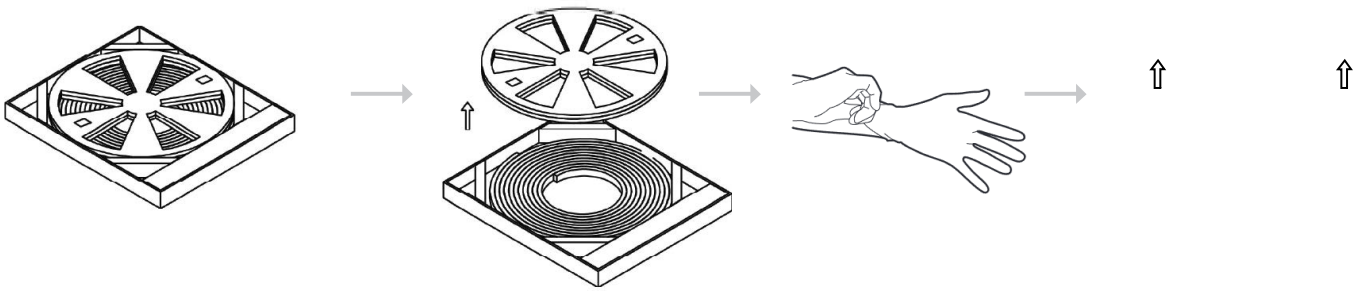
STEP 3: FOR MULTIPLE FIXTURES

Remove the carton out of the box.

Lift the top disc to separate it from the frame below.

Put on the gloves in the tray.

Remove each fixture from its disc, lifting vertically.



⚠ CAUTION

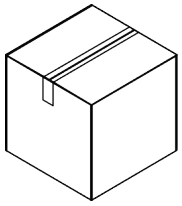
Incorrect unpacking can fracture the PCB.
Damage to components can result.

UNPACKING THE REEL

COMPLEXITY, SIMPLIFIED.

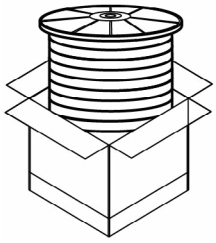
STEP 1:

Place box on a sturdy, level surface.



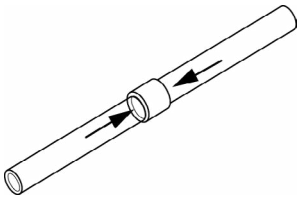
STEP 2:

Lift the spool out of the box.



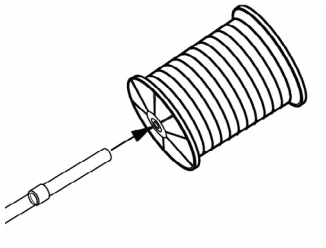
STEP 3:

Assemble the support tubing with coupling.



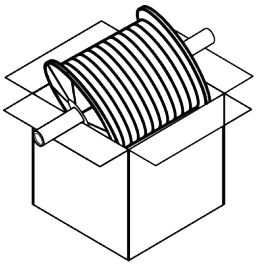
STEP 4:

Insert the support tubing into the center of the spool.



STEP 5:

Set the spool assembly into the box with the fixture rolling off the top of the spool.

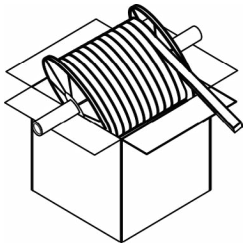


⚠ CAUTION

Do not roll the fixture off the bottom of the spool

STEP 6:

Carefully guide the fixture straight outward off the spool.



⚠ CAUTION

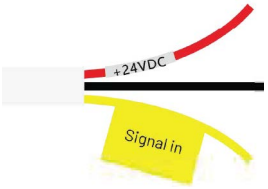
Do not bend or twist the fixture. Two people should unroll the reel to avoid pulling on the fixture and damaging the pcb

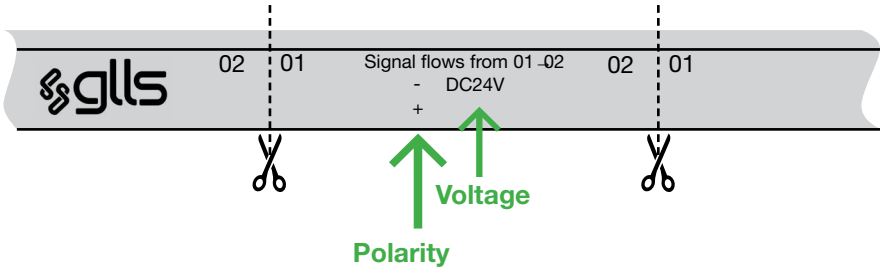
LIGHTING TEST

COMPLEXITY, SIMPLIFIED.

STEP 1: CHECK WORKING VOLTAGE

Inspect the light when it arrives, then connect it using the correct voltage only. Using a higher voltage may damage the light.





STEP 2: CONFIRM "+ / –" AND SIGNAL WIRES

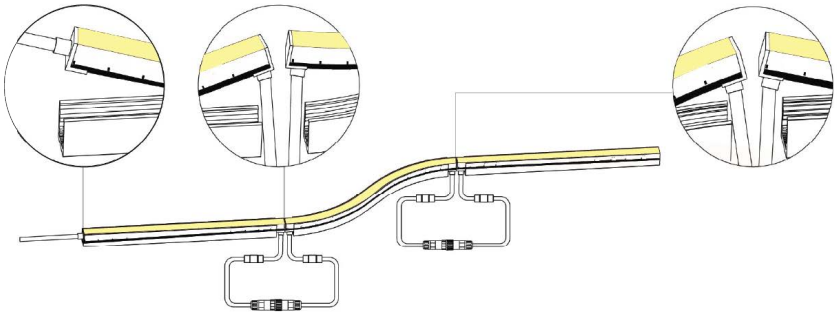
For pixel products, confirm polarity and signal direction using the markings on the cable.

- Do not power the light if the yellow/green signal wires are incorrectly connected.
- If needed, separate the signal wires as shown before connecting.
- Make sure the signal direction (1 –>) matches the wiring, or the signal will not transmit.

NOTE: The signal wire must be kept separated from the positive wire (red) to prevent the IC chip from shorting.

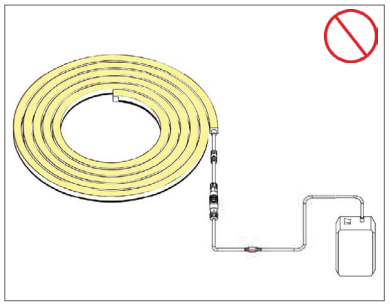
STEP 3: CONNECT SPI LIGHTS IN SERIES PROPERLY

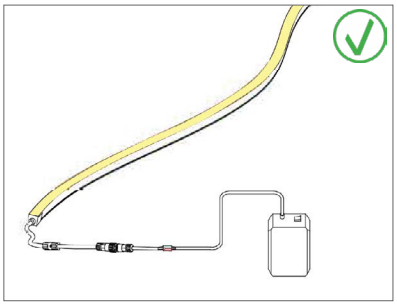
When connecting multiple SPI pixel lights, connect them in low-to-high order (follow the numbered sequence) to ensure proper signal transmission.



STEP 4: LIGHTING (TEST SAFELY)

Briefly test the lighting to ensure it is working properly.





NOTES: When testing Pixel light models without the signal wire connected:
Pixel White models - the brightness will be 1/3 normal levels.
Pixel RGB or RGBW models - will illuminate blue in color.

⚠ CAUTION

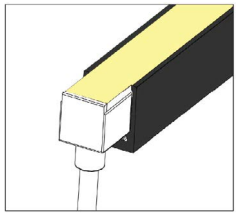
Do not light up coiled product longer than 30 minutes or overheating will occur. For extended periods of light testing, uncoil the product to allow for proper heat dissipation.

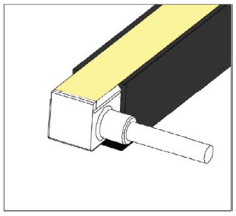
CONNECTORS

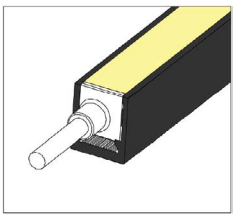
COMPLEXITY, SIMPLIFIED.

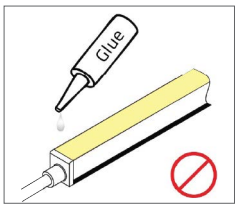
PRE-INSTALLATION: CONNECTOR

The connectors may be integrated into the profile if necessary, except for connectors with bottom cable entry or side cable entry.







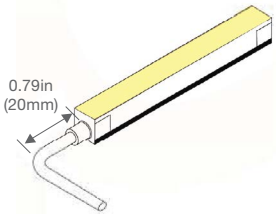


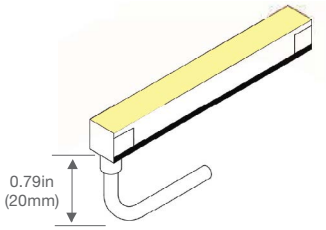
CAUTION

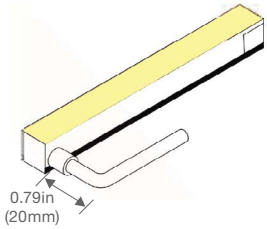
Do not glue the connector to the mounting surface. Expansion and contraction can cause tearing at the connector, which may lead to water ingress and product failure.

PRE-INSTALLATION: CABLE REQUIREMENT

Keep the cable in its natural (unstressed) position at the joint. Maintain a bend allowance of approximately 0.79in (20mm) for standard silicone cables.

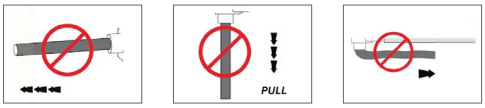






CAUTION

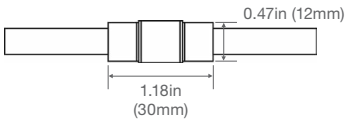
Ensure the cable sheath is free of scratches or damage; otherwise, water ingress may occur.

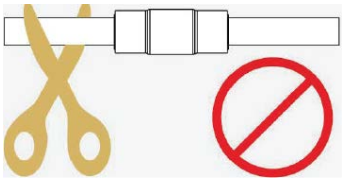


CAUTION

Do not pull on the cable. Pulling may damage the connector or impair its sealing performance, which can lead to water ingress.

PRE-INSTALLATION: ANTI-WICKING FERRULE



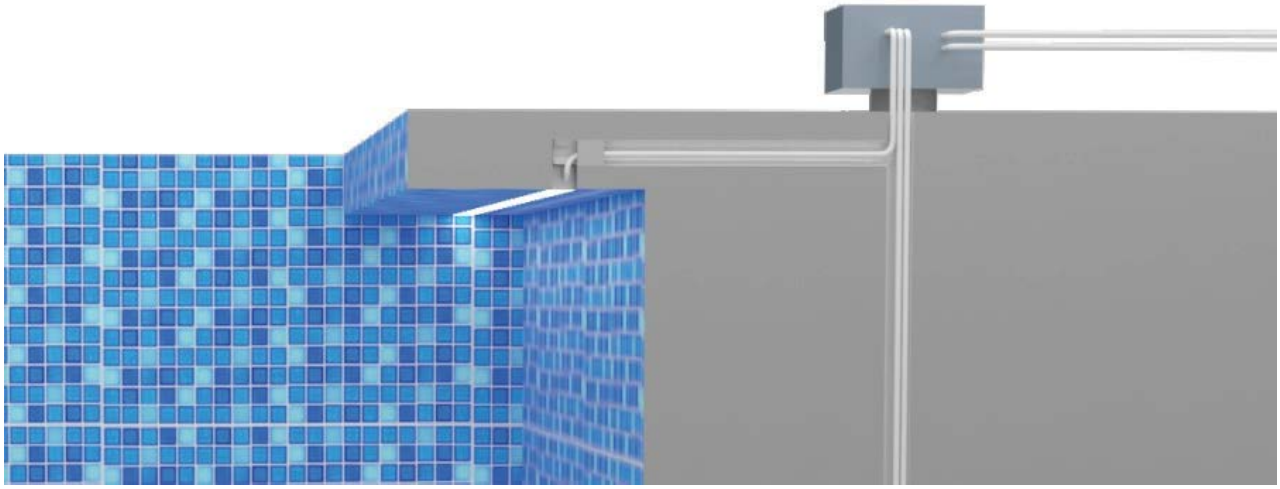


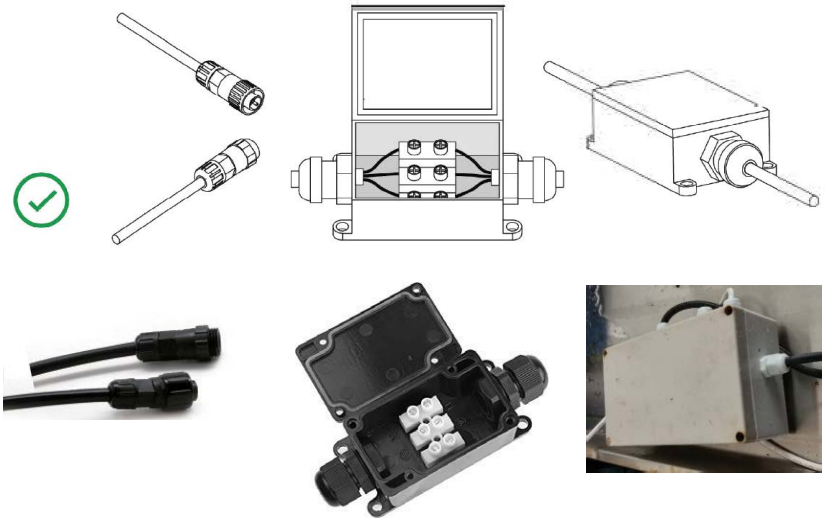
CAUTION

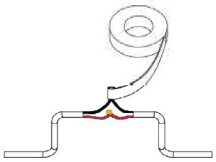
Do not remove the anti-wicking ferrule. Removing it increases the risk of water ingress and will void the warranty. The anti-wicking ferrule helps reduce water migration along the cable, especially if on-site waterproofing is insufficient. However, the overall waterproof performance does not rely on the ferrule alone, proper sealing and waterproof treatment at the cable joint is also essential.

JOINTS

Use waterproof junction boxes and connectors for all cable joints. For underwater applications, use IP68-rated connectors and keep all cable joints out of the water whenever possible.







CAUTION

Electrical tape will not completely prevent water intrustion. Damage to components can result.

CAUTION

Do not install improperly cut fixtures. Water intrusion can result.

MOUNTING PRECAUTIONS

COMPLEXITY, SIMPLIFIED.

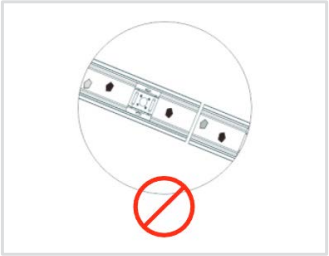
Wear Personal Protective Equipment (PPE) when handling the mounting profile. Sharp metal corners can cause serious injury.

Remove the silicone grip from mounting profile before exposing to high temperatures. Damage to components can result.

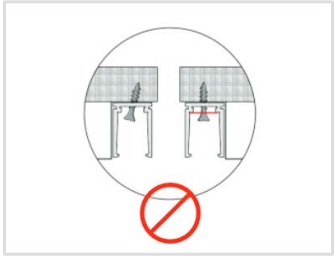
Do not submerge ferrules in water during underwater applications. Do not remove ferrules to avoid damage to light & ensure warranty remains intact.

Do not install fixtures with damaged lead wires or accessories. Water ingression can result.

Do not install bent mounting profile.



When cutting the profile keep clean of debris and burrs to avoid damage to the light fixture.



Screws must be installed straight to avoid damage to the light.

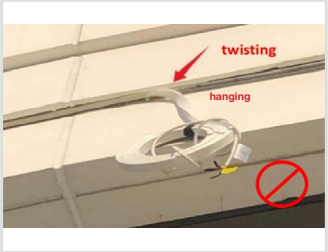
Avoid angular misalignment

Avoid parallel vertical & horizontal misalignment

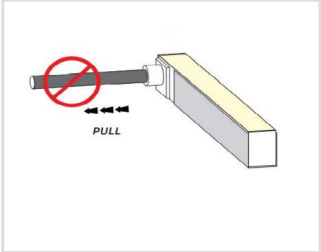
When installing lights in parallel, keep at least 10 cm between them. If they are too close, overheating may occur and could damage the housing material and electronic components.

Repeated installation and removal can weaken the PCB. Two people are required for any fixture install longer then 6.5ft (2m). Damage to components can result.

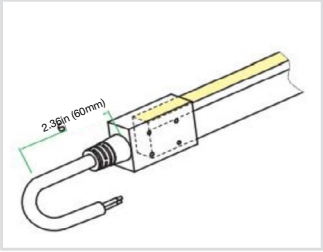
Do not join mounting profile in the same location as the wall joints. The expansion and contraction of the building surface will pull the lighting connection apart. Damage to components can result.



Do not allow light fixture to hang or twist while installing into mounting profile. Improper handling could lead to damage to the internal PCB of the fixture.



Do not pull the connector wire forcefully from the fixture. Water ingression can result.



We recommend leaving 2.36in (60mm) of connector wire in its natural state. Bending too close to the fixture can result in damage.

When using a bendable aluminum profile, it is recommended to mount it in place immediately to prevent breakage caused by frequent repeated bending.

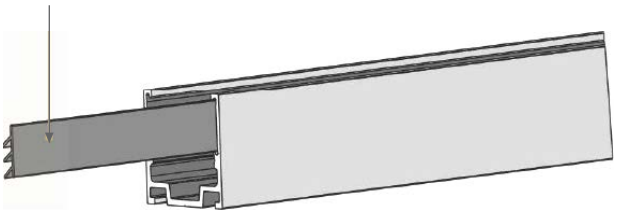
CHANNEL CUTTING

COMPLEXITY,
SIMPLIFIED.

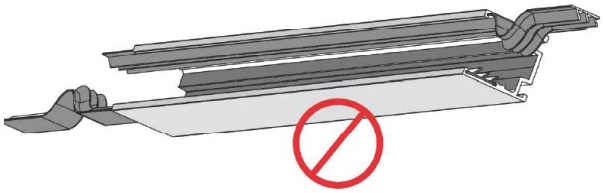
SILICONE GRIP FIXTURE PRE-CUTTING

1. Do not process the profile (finishing, coating, etc.) without appropriate protection.
2. If any processing is required, keep the profile clean immediately after processing.
3. For profiles that include silicone grip, remove the tape before any high-temperature processing to prevent deformation. If removal in advance is not possible, consult the manufacturer for guidance.

Silicone Grip

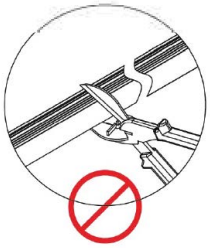


Deformed by high temperature



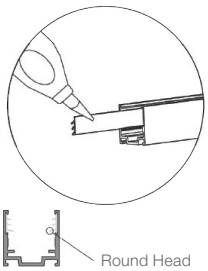
ALUMINUM FIXTURE

Ensure the cut cross-section is smooth and free of burrs. Burrs can damage the light housing and may lead to water ingress.



No cutting is advised, otherwise the metal inside will get rusted.

SILICONE GRIP ALUMINUM FIXTURE



For profiles that use silicone grip: if any silicone grip drops off after cutting, reattach it to the profile using a small amount of adhesive on the back side. A contact area of approximately 0.20–0.31 in (5–8 mm) diameter is sufficient. When reinstalling, ensure the round head on the edge is oriented downward.

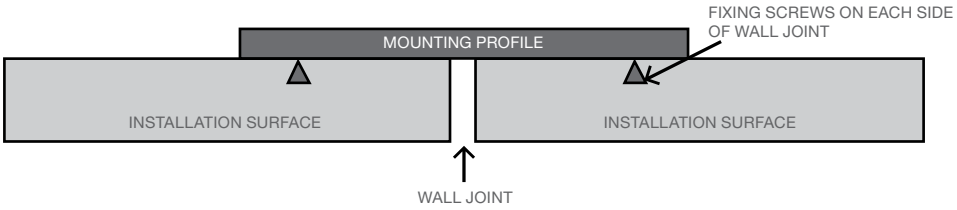
MOUNTING HARDWARE

General Installation Instructions

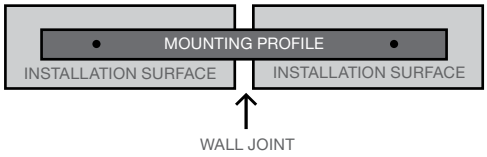
SOLUTION 1:

Ensure the mounting profile spans the seam, and install screws on both sides of the seam.

SIDE VIEW



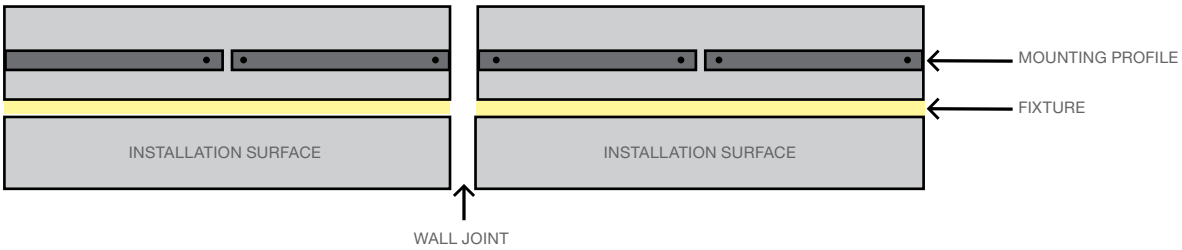
TOP VIEW



SOLUTION 2:

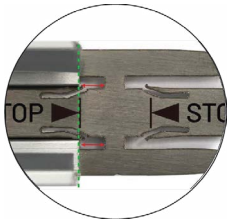
Ensure the light run aligns with the building segment, and terminate the mounting profile at the seam.

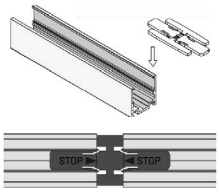
TOP VIEW



FOR A STRAIGHT LINE

Allow for a 0.25in (5mm) gap where mounting profile joins for expansion and contraction.





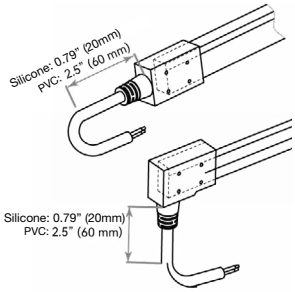
Do not fully insert the jointing bracket. Leave a small gap, as shown, to allow for expansion and contraction.

FOR RIGHT ANGLE

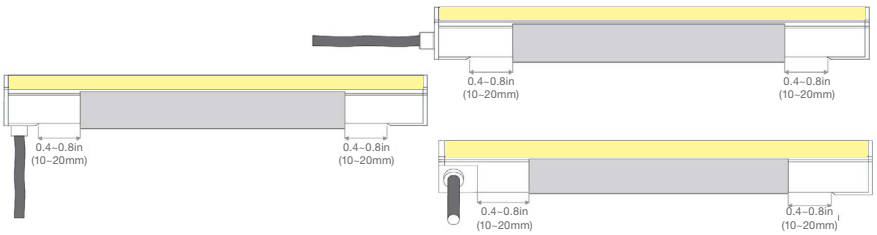
Only join mounting profile at an angle if the fixtures can also be joined at an angle.

To curve fixtures, leave enough room for the channels and clips. It is suggested that the bendable channel be used in these instances.

Leave the first section of the lead wire in its natural position:



Keep a 0.40in-0.80in (10mm-20mm) gap between the connector and mounting hardware to allow for expansion and contraction as the fixture heats and cools.



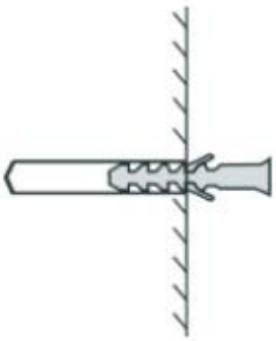
MOUNTING HARDWARE

COMPLEXITY, SIMPLIFIED.

Installation Instructions Continued

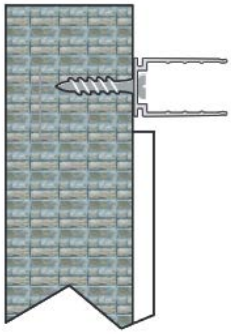
STEP 1:

Install anchors, if necessary, to create a solid mounting surface to attach screws.



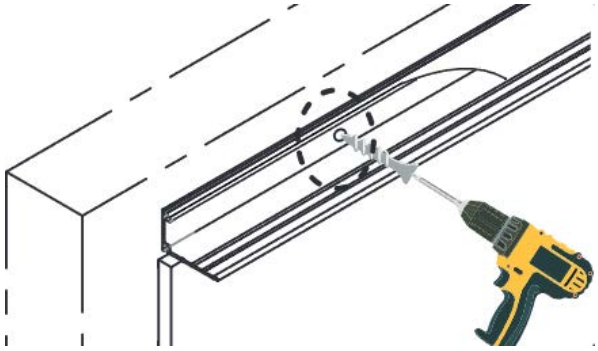
STEP 2:

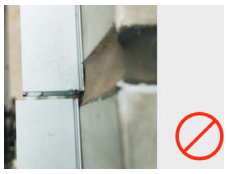
Ensure screws are installed perpendicular and in-line with or lower than the base of aluminum profile.



STEP 3:

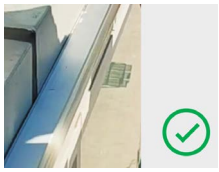
Install screws into all the mounting profile holes working down the entire track until everything is secured.





CAUTION

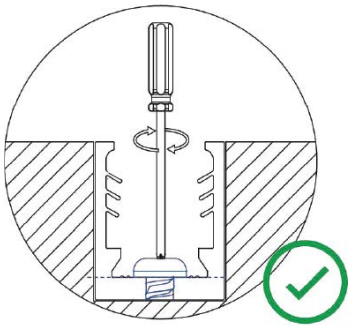
Do not join mounting hardware in the same location as the wall joints. The expansion and contraction of the building surface will pull the lighting connection apart. Damage to components can result.



CAUTION

Ensure a continuous section of a fixture goes across all mounting hardware joint locations. Damage to components can result.

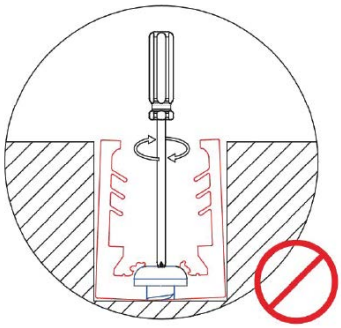
FOR SILICONE FLEXIBLE



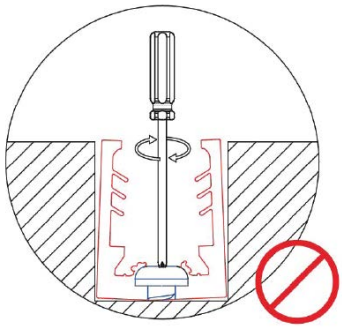
Make sure the screw is properly driven in place.

CAUTION

For bendable fixtures, install and secure the product progressively (section by section) to prevent damage from frequent repeated bending.



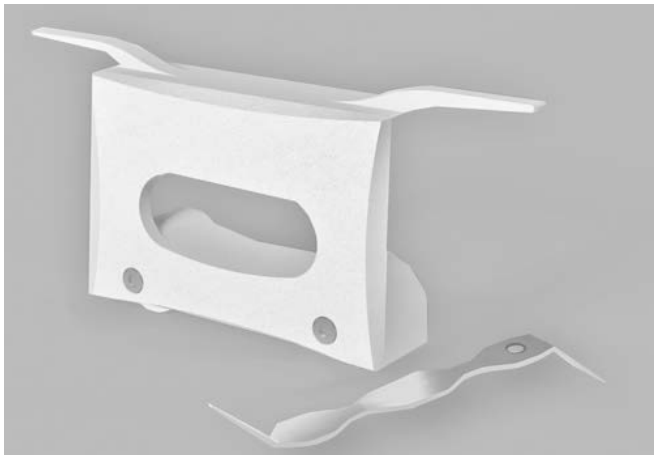
Do not over-tighten the screw, as this may crush the silicone housing inside the mounting channel.



Do not over-tighten the screw, as this may deform the internal structure of the mounting channel.

MOUNTING + DEMOUNTING TOOL

General Installation Instructions



CAUTION

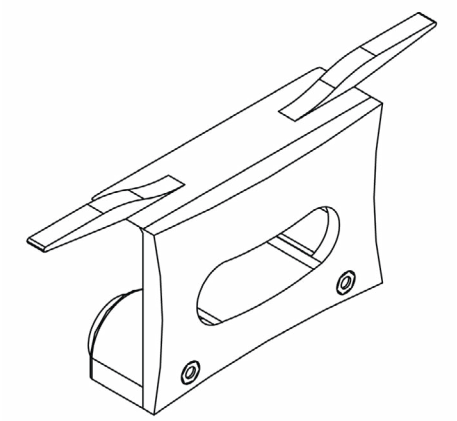
If it is too hard to install the light into the mounting profile, do not force. Contact us immediately.

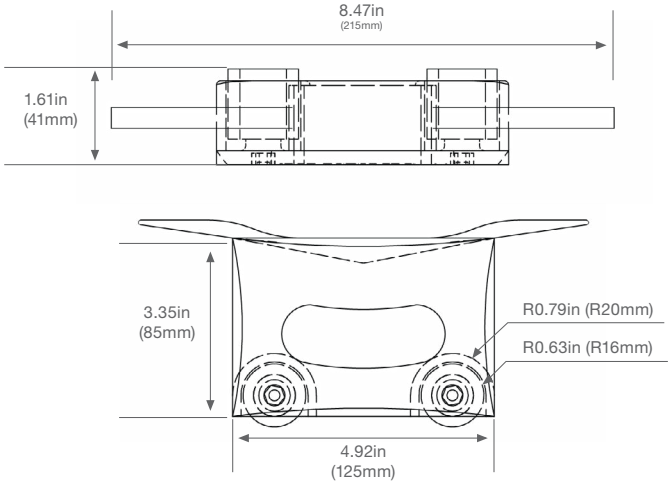
CAUTION

It's not recommended to install the light repeatedly, otherwise the light inside may be damaged.

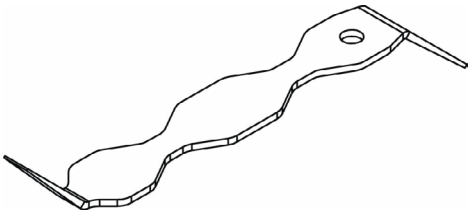
NOTE: Ensure that the light body is not grazed or scraped during installation, as any damage to the surface can puncture the light housing and result in water ingression.

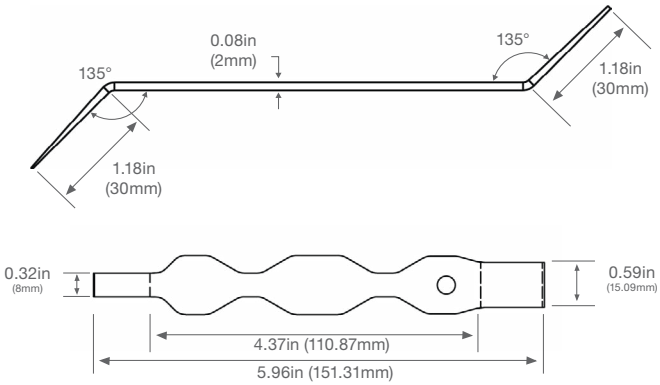
MOUNTING TOOL





DEMOUNTING TOOL





CAUTION

Ensure that the light body is not grazed or scraped during installation, as any damage to the surface can puncture the light housing and result in water ingression.

FIXTURE INSTALLATION

COMPLEXITY, SIMPLIFIED.

OPTION 1: APPLICABLE TO ALL FIXTURES

STEP 1:

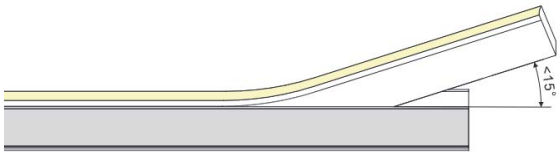
Ensure that is light is properly oriented and installed in a vertical position.

STEP 2:

The prevent damage to the internal electronic components, apply pressure to the light using the palm of your hand rather than your fingers when inserting it into the profile.

STEP 3:

To avoid potential damage to the PCB inside the fixture, ensure that the angle between the light and the profile does not exceed 15°.



⚠ CAUTION

Make sure the light body is not scratched during installation, otherwise the light housing will be impaled and cause water ingress.

STEP 4:

When dealing with fixtures longer then 6.5ft (2m) in length, remember to seek assistance in lifting them. Improper handling could lead to the weight of the fixture causing a minor bending angle or twisting potentially, resulting in damage to the internal PCB of the fixture.

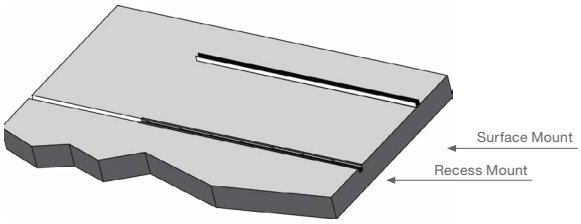
⚠ CAUTION

Keep at least 3.94in (10cm) apart for the parallel installation of light, otherwise it may cause overheating and lead to damage on housing material and electronic components.

OPTION 2: APPLICABLE TO S160, WAVE MINI, WAVE, WAVE XL

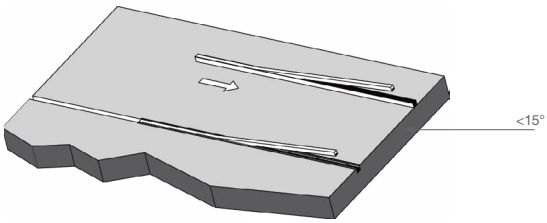
STEP 1:

Ensure that is light is properly oriented and installed in a vertical position.



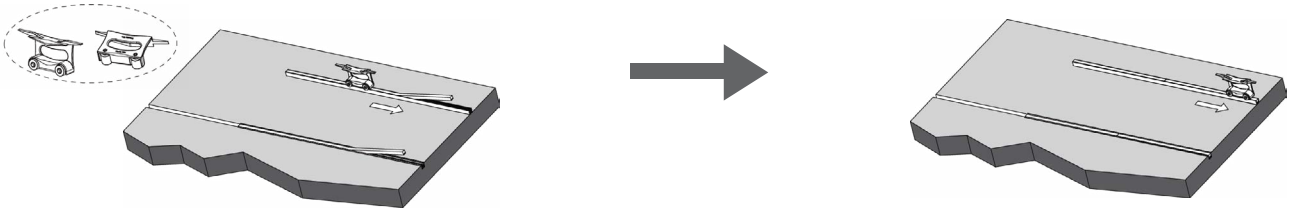
STEP 2:

Palm press about 20cm of the light into the profile.



STEP 3:

Roll the mounting roller to gently press the rest of the light into the profile. Make sure the light is vertical to the profile in the process and level with it after installation.



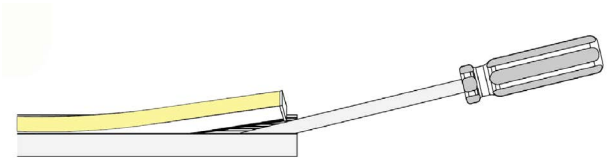
FIXTURE REMOVAL

COMPLEXITY, SIMPLIFIED.

OPTION 1: APPLICABLE TO ALL FIXTURES

STEP 1:

Prepare a screwdriver and position it at the base of the light fixture.

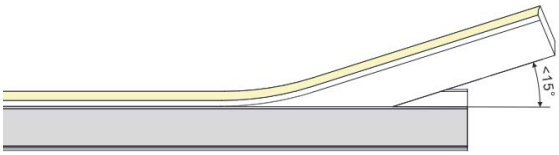


STEP 2:

Gently pry the screwdriver upwards, carefully disengaging the light from its fixture. Ensure that the angle between the light and the profile does not exceed 15°.

STEP 3:

When detaching the light, firmly grip both ends and steadily remove it along the profile, maintaining a controlled and deliberate motion. Ensure that the angle between the light and the profile does not exceed 15°, as this could lead to harm to the internal PCB.



⚠ CAUTION

Make sure the light body is not scratched during installation, otherwise the light housing will be impaled and cause water ingress.

STEP 4:

When dealing with fixtures longer then 6.5ft (2m) in length, remember to seek assistance in lifting them. Improper handling could lead to the weight of the fixture causing a minor bending angle or twisting potentially, resulting in damage to the internal PCB of the fixture.

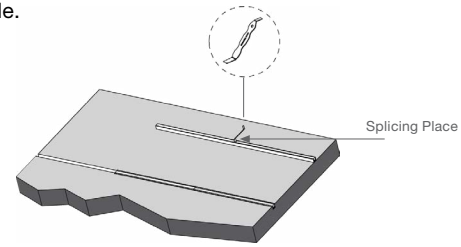
⚠ CAUTION

Keep at least 3.94in (10cm) apart for the parallel installation of light, otherwise it may cause overheating and lead to damage on housing material and electronic components.

OPTION 2: APPLICABLE TO S160, S270, WAVE MINI, WAVE, WAVE XL

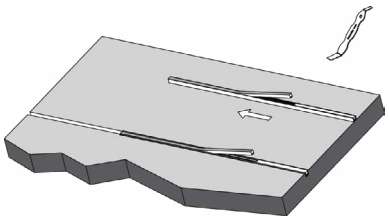
STEP 1:

Start with one end of the light. Use the Z lever to gently unclench the light from the profile.



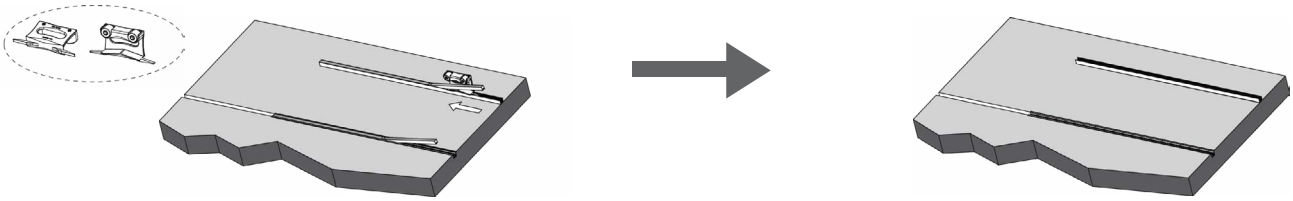
STEP 2:

Use your hand to gently unclench 20cm of the light from the profile.



STEP 3:

Insert the demounting glider to the bottom of light and glide along the profile to unclench the entire light. Do NOT twist or overbend the light in the process.

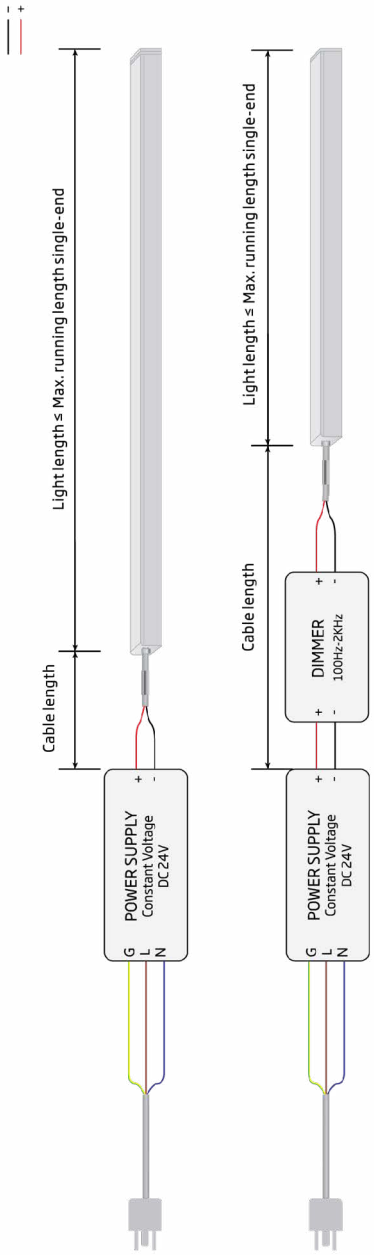


STATIC WIRING DIAGRAM

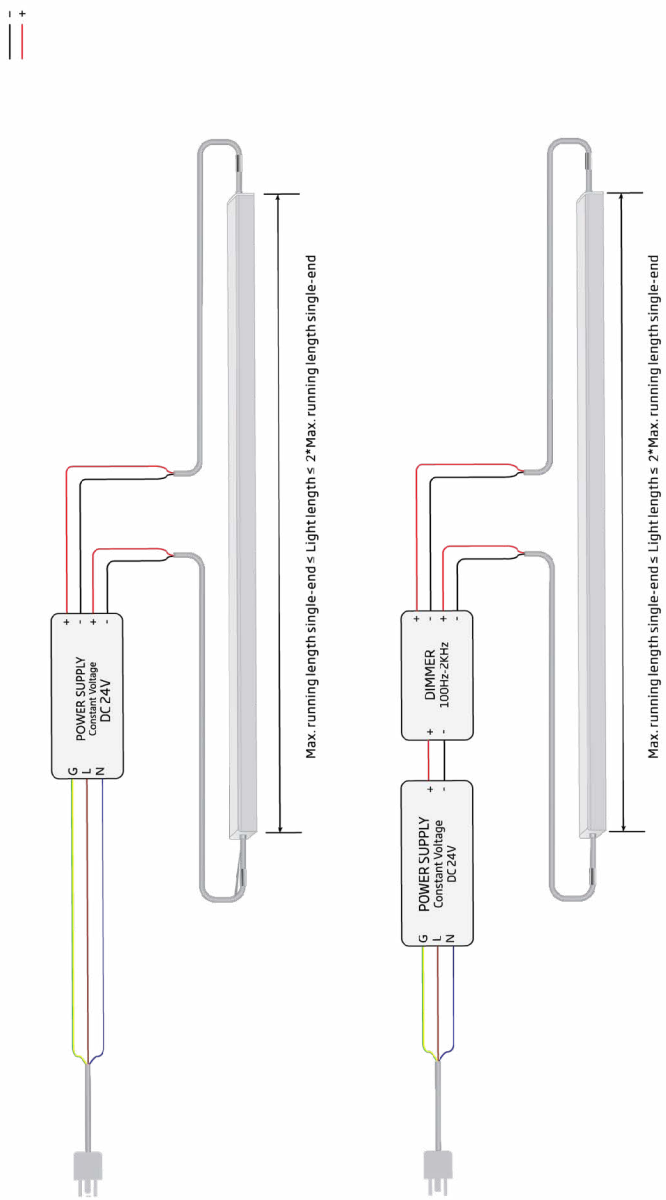
COMPLEXITY, SIMPLIFIED.

18AWG*2

SINGLE-END FEED



DOUBLE-END FEED



⚠ CAUTION

Ensure the polarity is correct to both ends. Reverse polarity can result in short circuits.

⚠ CAUTION

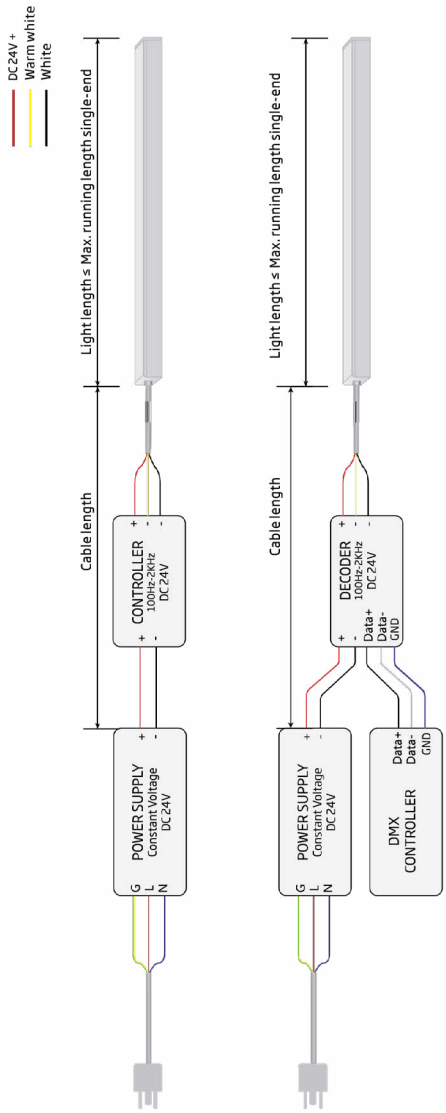
The use of two power supplies feeding both ends of the lights is not recommended. If either power supply fails, overloading and overheating can occur.

TUNABLE WHITE WIRING DIAGRAM

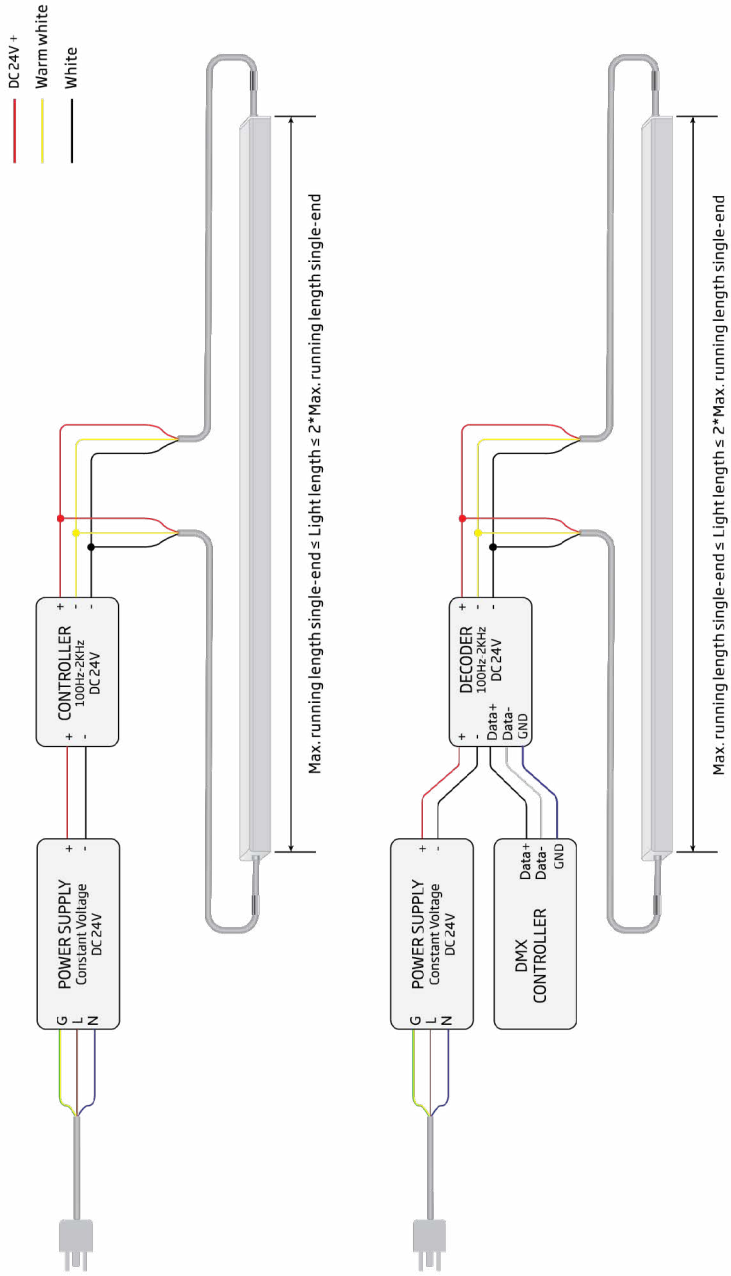
COMPLEXITY, SIMPLIFIED.

18AWG*3

SINGLE-END FEED



DOUBLE-END FEED



⚠ CAUTION

Ensure the polarity is correct to both ends. Reverse polarity can result in short circuits.

⚠ CAUTION

The use of two power supplies feeding both ends of the lights is not recommended. If either power supply fails, overloading and overheating can occur.

LIMITED WARRANTY

COMPLEXITY, SIMPLIFIED.

GLLS Global 10-Year Limited Warranty — Linear Flex Silicone LED Neon Flex Series

Terms & Conditions

GLLS is committed to providing defect-free products that function “as-advertised” and operate trouble-free. All GLLS manufacturing facilities are ISO 9001 registered and maintain strict quality assurance standards. The terms of this limited product warranty (“Limited Warranty”) guarantee the product(s) will be free from defect, be free of defects in material and workmanship, and function per the product’s specification, manuals, and datasheet for the stated term.

This Limited Warranty is in effect for the warranty period of 10-year (120-months) for all GLLS-branded Linear Flex Silicone products from the date of purchase to the original buyer. GLLS does not warranty any third-party products supplied by GLLS.

GLLS shall be the sole determiner of whether a product is defective under this Limited Warranty, with consideration given to the overall performance of the product. GLLS will replace or repair, at its discretion, any product that is defective or inoperable within the duration of this Limited Warranty, excluding labor. GLLS reserves the right to replace failed products with a similar, new, reconditioned, refurbished, repaired, or newer product, depending on availability or technology advancements. This shall be the customer’s sole remedy concerning any GLLS product, and the aggregate remedy for any claim shall not exceed the total purchase price of the defective product. Under no circumstances will GLLS be required to give a refund.

This Limited Warranty only applies to reasonable indoor and outdoor usage of the product in commercial applications, when properly installed and wired in accordance with all instructions, building codes, the latest UL Standards of Safety, NEC, CSA, or any other applicable domestic or international safety agencies.

Any defect arising out of the product’s unreasonable use shall not be covered by this Limited Warranty. Operating conditions must not exceed temperatures or other exposures outside the range of the product’s rated limits set by GLLS. General wear or aging is not considered a product defect if it does not result in inoperable conditions. A product shall not be regarded as defective solely because of the failure of individual LED components to emit light if the number of inoperable components is less than fifteen percent (15%) of the total number of LED components in the product.

GLLS acknowledges that its products often require professional installers, permits, equipment rental, third-party labor, and other associated costs of installation. GLLS expressly disclaims any warranty for these costs in the event of product failure; such costs shall be borne solely by the purchaser, with GLLS’ sole responsibility being the repair or replacement of the defective or failed product.

GLLS’ Limited Warranty does not include on-site visits to inspect product. GLLS reserves the right to require the return of potentially defective product for inspection, at GLLS’ expense, prior to repairing or replacing, and may deny any warranty claim if the purchaser is unable to return the product for inspection. If time is of the essence, the customer has the option to purchase a replacement product, subject to refund after return and inspection of the defective or failed product.

Limitations and Exclusions

1. GLLS shall be responsible under this Limited Warranty to repair or replace only the actual inoperable or defective light fixture—not surrounding fixtures. The customer understands that LED lights degrade over time, and it may be necessary to dim or adjust any replacement pieces to match existing surrounding fixtures.

2. GLLS does not warranty LED degradation over time. LED degradation is a part of the LED lifecycle, and it is expected that over time, the LED light fixture will lose brightness—with the amount depending on the operating environment and daily run-time.

3. GLLS is not responsible for any third-party warranty costs such as labor, equipment rental, or permits.

4. If for any reason GLLS cannot provide you with the exact fixture type for your warranty case, GLLS will provide you with the closest equivalent product at that time.

5. GLLS does not warranty for fitness for a particular purpose.

6. This Limited Warranty only applies to factory assembled and molded light fixtures and does not apply to do-it-yourself assembly. Additionally, any factory assembled product that has been modified, altered, or cut, in any way, without GLLS’ expressed written authorization will void the Limited Warranty.

7. GLLS requires the customer to follow its Case-based RMA system for all warranty claims. Any product returned without a valid Case number will not be accepted for consideration for warranty or credit.

8. No warranty claim shall exceed the original purchase price, and all warranty claims are replacement only and not subject to a cash refund.

9. This Limited Warranty only applies to product failure and does not cover damage or failure, all or in part, from the following causes: improper installation, use, operation, storage, maintenance, acts of God, extreme weather, lightning strikes, power surges, induced vibration, civil unrest, vandalism, general wear or aging, mechanical and power connections, or any circumstances that are not applicable to the reasonable use of the product. General wear or aging is not considered a product defect if it does not result in inoperable conditions. A product shall not be considered defective solely as a result of the failure of individual LED components contained in the product to emit light if the number of inoperable components is less than fifteen percent (15%) of the total number of LED components in the product.

10. This Limited Warranty is automatically voided by the use of non-approved third-party controls, power supplies, or any other manufacturer’s components, or if the product is used outside of its intended applications or for the stated purpose or conditions for which it is designed, as stated in GLLS’ written data sheets and installation instructions.

11. GLLS is not responsible for any expedited shipping costs for replacement parts under this Limited Warranty.

12. On any and all returns or exchanges other than confirmed warranty claims under this policy, GLLS does not cover, refund, or credit back shipping fees, duties, tariffs, or taxes. For confirmed warranty claims, GLLS provides a prepaid inbound shipping label and covers inbound freight to GLLS; this does not extend to duties, tariffs, or taxes, which remain the customer’s responsibility.

13. This Limited Warranty requires that a claim be submitted to GLLS within thirty (30) days of the defect first being observed. Claims submitted after this window may be declined on that basis alone.

LIMITED WARRANTY

COMPLEXITY, SIMPLIFIED.

GLLS Global 10-Year Limited Warranty — Linear Flex Silicone LED Neon Flex Series

Procedure for Warranty

The original owner at the time of the initial installation of the product must submit a warranty claim to GLLS by emailing warranty@glls.com with proof of purchase, the product SKU, and details of the failure. GLLS will issue a unique Case number at intake; this single Case number is used as the reference for the claim through troubleshooting, return, evaluation, and closure — no separate RMA number is issued.

If the claim cannot be resolved through remote troubleshooting, GLLS will issue a return authorization against the Case number, together with a prepaid inbound shipping label; GLLS covers inbound freight on confirmed warranty claims. The product must be received at the GLLS US Warehouse (1075 American Pacific Dr., Ste. A, Henderson, NV 89074, USA), or another location designated by GLLS, within fourteen (14) business days of the return authorization for it to remain valid. The Case number must be marked clearly on the outside of the package; packages received without a valid Case number cannot be received and will be held.

If a solution is required immediately, the customer may order (at their own expense) a replacement unit up front. If the product returned under the Case is confirmed as a covered warranty claim upon evaluation, GLLS will issue a credit for the replacement unit to the customer's account. GLLS will complete evaluation and issue a written coverage decision within seven (7) business days of receiving the returned product.

If coverage is approved, GLLS will provide the remedy outlined in this Limited Warranty and any replacement product will be provided with standard shipping (free of charge). If coverage is declined, GLLS will provide a written explanation identifying the specific exclusion that applies; the customer has ten (10) business days from the date of that decision to request a secondary review by emailing warranty@glls.com with the Case number and the grounds for appeal. If the customer does not request return of a declined product within ten (10) business days, GLLS may dispose of it.

Any product returned to GLLS without a valid Case number or without contacting GLLS first will be considered "lost" and not eligible for this Limited Warranty.

GLLS MAKES NO OTHER WARRANTY, EXPRESS OR IMPLIED (INCLUDING MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE), OTHER THAN AS SET FORTH IN THIS LIMITED WARRANTY. THIS LIMITED LIABILITY DOES NOT COVER, AND UNDER NO CIRCUMSTANCE SHALL GLLS BE LIABLE FOR, ANY INCIDENTAL OR CONSEQUENTIAL LOSS OR DAMAGE WHATSOEVER ARISING OUT OF OR IN ANY WAY RELATED TO ANY DEFECT IN OR NON-PERFORMANCE OR IMPROPER PERFORMANCE OF THE PRODUCTS. IF ANY TERM OR PROVISION OF THIS LIMITED WARRANTY IS INVALID, ILLEGAL, OR UNENFORCEABLE IN ANY JURISDICTION, SUCH INVALIDITY, ILLEGALITY, OR UNENFORCEABILITY WILL NOT AFFECT ANY OTHER TERM OR PROVISION OF THIS LIMITED WARRANTY OR INVALIDATE OR RENDER UNENFORCEABLE SUCH TERM OR PROVISION IN ANY OTHER JURISDICTION.

Linear Flex Profile-Level Exceptions

The following Linear Flex profiles carry warranty terms that differ from the standard 10-Year (Silicone) and 5-Year (PVC) terms above. All other Terms & Conditions, Limitations and Exclusions, and Procedure for Warranty provisions above apply; only the duration differs.

PRODUCT LINE	MATERIAL	WARRANTY TERM	BASIS
Multiflex Orbit	Silicone	10 Year (Static LED Function); 7 Year (Tunable White LED Function)	LED Functionality field on the order

Custom OEM Fixtures

Custom OEM Fixtures do not carry a standard Limited Warranty duration under this policy. The warranty term for a Custom OEM Fixture is established once the product has been developed with GLLS' manufacturing facility and is documented in the applicable purchase order, quote, or supply agreement governing that product. In the absence of a specific warranty term in the governing purchase order or agreement, the General Terms of Sale below (parts-only, replacement-only, no refund) apply.

LIMITED WARRANTY

COMPLEXITY, SIMPLIFIED.

Power Supplies — 7-Year Limited Warranty

Terms & Conditions

GLLS is committed to providing defect-free products that function “as-advertised” and operate trouble-free. The terms of this limited product warranty (“Limited Warranty”) guarantee the product(s) will be free from defect, be free of defects in material and workmanship, and function per the product’s specification, manuals, and datasheet for the stated term.

This Limited Warranty is in effect for a warranty period of seven (7) years (84 months) for all GLLS-branded power supplies from the date of purchase to the original buyer, except as noted below. GLLS does not warranty any third-party power supplies supplied by GLLS (e.g. Meanwell, Magnitude), which carry the original manufacturer’s warranty instead.

UL676 Power Supplies: power supplies certified to UL676 (wet-location / underwater fixtures) carry a five (5) year (60-month) Limited Warranty in place of the standard 7-year term, due to the elevated failure exposure of wet-location electronics.

GLLS shall be the sole determiner of whether a product is defective under this Limited Warranty, with consideration given to the overall performance of the product. GLLS will replace or repair, at its discretion, any product that is defective or inoperable within the duration of this Limited Warranty, excluding labor. GLLS reserves the right to replace failed products with a similar, new, reconditioned, refurbished, repaired, or newer product, depending on availability or technology advancements. This shall be the customer’s sole remedy concerning any GLLS product, and the aggregate remedy for any claim shall not exceed the total purchase price of the defective product. Under no circumstances will GLLS be required to give a refund.

This Limited Warranty only applies to reasonable indoor and outdoor usage of the product in commercial applications, when properly installed and wired in accordance with all instructions, building codes, the latest UL Standards of Safety, NEC, CSA, or any other applicable domestic or international safety agencies.

Any defect arising out of the product’s unreasonable use shall not be covered by this Limited Warranty. Operating conditions must not exceed temperatures or other exposures outside the range of the product’s rated limits set by GLLS. General wear or aging is not considered a product defect if it does not result in inoperable conditions. A product shall not be regarded as defective solely because of the failure of individual LED components to emit light if the number of inoperable components is less than fifteen percent (15%) of the total number of LED components in the product.

GLLS acknowledges that its products often require professional installers, permits, equipment rental, third-party labor, and other associated costs of installation. GLLS expressly disclaims any warranty for these costs in the event of product failure; such costs shall be borne solely by the purchaser, with GLLS’ sole responsibility being the repair or replacement of the defective or failed product.

GLLS’ Limited Warranty does not include on-site visits to inspect product. GLLS reserves the right to require the return of potentially defective product for inspection, at GLLS’ expense, prior to repairing or replacing, and may deny any warranty claim if the purchaser is unable to return the product for inspection. If time is of the essence, the customer has the option to purchase a replacement product, subject to refund after return and inspection of the defective or failed product.

Limitations and Exclusions

1. GLLS shall be responsible under this Limited Warranty to repair or replace only the actual inoperable or defective product—not surrounding fixtures. The customer understands that LED lights degrade over time, and it may be necessary to dim or adjust any replacement pieces to match existing surrounding fixtures.

2. GLLS does not warranty LED degradation over time. LED degradation is a part of the LED lifecycle, and it is expected that over time, the LED product will lose brightness—with the amount depending on the operating environment and daily run-time.

3. GLLS is not responsible for any third-party warranty costs such as labor, equipment rental, or permits.

4. If for any reason GLLS cannot provide you with the exact product type for your warranty case, GLLS will provide you with the closest equivalent product at that time.

5. GLLS does not warranty for fitness for a particular purpose.

6. This Limited Warranty only applies to factory assembled and molded products and does not apply to do-it-yourself assembly. Additionally, any factory assembled product that has been modified, altered, or cut, in any way, without GLLS’ expressed written authorization will void the Limited Warranty.

7. GLLS requires the customer to follow its Case-based RMA system for all warranty claims. Any product returned without a valid Case number will not be accepted for consideration for warranty or credit.

8. No warranty claim shall exceed the original purchase price, and all warranty claims are replacement only and not subject to a cash refund.

9. This Limited Warranty only applies to product failure and does not cover damage or failure, all or in part, from the following causes: improper installation, use, operation, storage, maintenance, acts of God, extreme weather, lightning strikes, power surges, induced vibration, civil unrest, vandalism, general wear or aging, mechanical and power connections, or any circumstances that are not applicable to the reasonable use of the product. General wear or aging is not considered a product defect if it does not result in inoperable conditions. A product shall not be considered defective solely as a result of the failure of individual LED components contained in the product to emit light if the number of inoperable components is less than fifteen percent (15%) of the total number of LED components in the product.

10. This Limited Warranty is automatically voided by the use of non-approved third-party controls, power supplies, or any other manufacturer’s components, or if the product is used outside of its intended applications or for the stated purpose or conditions for which it is designed, as stated in GLLS’ written data sheets and installation instructions.

11. GLLS is not responsible for any expedited shipping costs for replacement parts under this Limited Warranty.

12. On any and all returns or exchanges other than confirmed warranty claims under this policy, GLLS does not cover, refund, or credit back shipping fees, duties, tariffs, or taxes. For confirmed warranty claims, GLLS provides a prepaid inbound shipping label and covers inbound freight to GLLS; this does not extend to duties, tariffs, or taxes, which remain the customer’s responsibility.

13. This Limited Warranty requires that a claim be submitted to GLLS within thirty (30) days of the defect first being observed. Claims submitted after this window may be declined on that basis alone.

Procedure for Warranty

The original owner at the time of the initial installation of the product must submit a warranty claim to GLLS by emailing warranty@glls.com with proof of purchase, the product SKU, and details of the failure. GLLS will issue a unique Case number at intake; this single Case number is used as the reference for the claim through troubleshooting, return, evaluation, and closure — no separate RMA number is issued.

If the claim cannot be resolved through remote troubleshooting, GLLS will issue a return authorization against the Case number, together with a prepaid inbound shipping label; GLLS covers inbound freight on confirmed warranty claims. The product must be received at the GLLS US Warehouse (1075 American Pacific Dr., Ste. A, Henderson, NV 89074, USA), or another location designated by GLLS, within fourteen (14) business days of the return authorization for it to remain valid. The Case number must be marked clearly on the outside of the package; packages received without a valid Case number cannot be received and will be held.

If a solution is required immediately, the customer may order (at their own expense) a replacement unit up front. If the product returned under the Case is confirmed as a covered warranty claim upon evaluation, GLLS will issue a credit for the replacement unit to the customer's account. GLLS will complete evaluation and issue a written coverage decision within seven (7) business days of receiving the returned product.

If coverage is approved, GLLS will provide the remedy outlined in this Limited Warranty and any replacement product will be provided with standard shipping (free of charge). If coverage is declined, GLLS will provide a written explanation identifying the specific exclusion that applies; the customer has ten (10) business days from the date of that decision to request a secondary review by emailing warranty@glls.com with the Case number and the grounds for appeal. If the customer does not request return of a declined product within ten (10) business days, GLLS may dispose of it.

Any product returned to GLLS without a valid Case number or without contacting GLLS first will be considered "lost" and not eligible for this Limited Warranty.

GLLS MAKES NO OTHER WARRANTY, EXPRESS OR IMPLIED (INCLUDING MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE), OTHER THAN AS SET FORTH IN THIS LIMITED WARRANTY.

THIS LIMITED LIABILITY DOES NOT COVER, AND UNDER NO CIRCUMSTANCE SHALL GLLS BE LIABLE FOR, ANY INCIDENTAL OR CONSEQUENTIAL LOSS OR DAMAGE WHATSOEVER ARISING OUT OF OR IN ANY WAY RELATED TO ANY DEFECT IN OR NON-PERFORMANCE OR IMPROPER PERFORMANCE OF THE PRODUCTS. IF ANY TERM OR PROVISION OF THIS LIMITED WARRANTY IS INVALID, ILLEGAL, OR UNENFORCEABLE IN ANY JURISDICTION, SUCH INVALIDITY, ILLEGALITY, OR UNENFORCEABILITY WILL NOT AFFECT ANY OTHER TERM OR PROVISION OF THIS LIMITED WARRANTY OR INVALIDATE OR RENDER UNENFORCEABLE SUCH TERM OR PROVISION IN ANY OTHER JURISDICTION.

Custom OEM Fixtures

Custom OEM Fixtures do not carry a standard Limited Warranty duration under this policy. The warranty term for a Custom OEM Fixture is established once the product has been developed with GLLS' manufacturing facility and is documented in the applicable purchase order, quote, or supply agreement governing that product. In the absence of a specific warranty term in the governing purchase order or agreement, the General Terms of Sale below (parts-only, replacement-only, no refund) apply.

LIMITED WARRANTY

COMPLEXITY, SIMPLIFIED.

Terms of Sale

This terms of sale exists between Green LED Lighting Solutions, LLC ("GLLS") and ("Buyer"). Purchaser acknowledges and agrees that they have reviewed all quotes and attachments prior to placing this order and ensured its accuracy. GLLS is not responsible for inaccuracies in orders. Purchaser acknowledges and agrees that the contents of this order encompass their entire order and no outside documents, including but not limited to phone calls, emails, faxes, etc., are to be incorporated into this order. Purchaser acknowledges and accepts that written purchase orders must mirror this order and acknowledges this is the responsibility of the Purchaser. Purchaser further acknowledges and accepts the order as the controlling document regardless of any outside communications that may indicate otherwise. GLLS is not responsible if purchaser later finds inaccuracies in this order, regardless of other communications.

Product Returns and Exchanges

Buyer acknowledges that upon receipt of product Buyer has (30) thirty business days to notify GLLS if the order received is not satisfactory. This includes receipt of wrong product, order not filled completely, missing parts, etc. Thirty days after receipt, GLLS assumes Buyer's order has been processed and fulfilled properly. During the thirty-day period if Buyer wishes to return any unused product for return or exchange for any reason other than incorrect product received, a re-stocking fee may apply as outlined in section 2. Only product in new condition, or custom cut product that was cut by GLLS, is eligible for return.

Re-stocking Fees

All returned product, whether returned as a complete, uncut product roll or as product custom-cut by GLLS, is subject to a 25% re-stocking fee. Restocking fees and freight charges may be waived for defective or damaged items at GLLS' discretion. Product that has been cut or altered by Buyer, or shows signs of visible use, is not eligible for return.

Custom Products and Orders

Custom made products, which are defined as those products that have been produced specifically to buyers' specifications, are not eligible for return or exchange. Custom products that contain defects will be replaced or repaired consistent with the warranty terms but are not eligible for refund. Custom orders are those orders which are put into production specifically at Buyer's request. Custom orders always require lead times. Buyer acknowledges that any payments or deposits placed on custom made products and custom orders are non-refundable once production has begun, and that any order already in production is subject to a 100% cancellation fee reflecting the full order value.

Lead Times and Product Delivery

GLLS does its best to estimate lead times, when applicable, and estimate delivery dates. However, due to factors that are often beyond our control, Buyer acknowledges that GLLS has made no guarantees as to the actual date of delivery. Buyer further acknowledges that this sale is no way contingent upon a specified date of delivery. GLLS accepts no liability for any costs incurred should Buyer have project deadlines that are not met. All shipments are DDP (Delivered Duty Paid); GLLS manages all logistics, freight, and applicable duties from point of manufacture to the delivery address shown on the applicable quote or order documentation. Tariffs are included at the rate in effect at the time of quoting but are subject to change based on the rate in effect when the order clears customs; credits will not be issued if tariff rates are lower at the time of clearance than originally quoted, and these charges remain the sole responsibility of the Buyer.

Expedited Shipping & Order Processing Times

If Buyer elects to have their order shipped via expedited shipping methods, Buyer acknowledges that expedited shipping refers to the actual shipping method and begins after the order has been processed, produced (if applicable) and packaged. Buyer acknowledges that an order may take up to 48 hours to process for shipment and any expedited shipping times do not include order processing times. Although GLLS does its best to promptly fulfill and process orders for shipment, buyer acknowledges that no guarantees have been made as to order processing times, same day shipment, etc. Buyer further acknowledges that expedited shipping only refers to the actual shipment method and expedited shipping fees will not be refunded after shipment due to order processing delays.

Product Warranty and Defect

The specific warranty terms and periods for your purchase will be outlined in the product documentation relating to the product(s) purchased. If you have any questions on this, please speak to your Account Manager.

GLLS product warranty is a parts only warranty and does not include labor, costs of installation, equipment rental, etc. GLLS assumes no liability for replacement costs and Buyer hereby acknowledges that GLLS is not responsible for any replacement costs aside from material replacement should product failure occur. Buyer also acknowledges that the warranty only covers defective product and GLLS will only replace the actual defective product, not the entire order. GLLS also reserves the right to repair failed product should that option exist.

Purchaser acknowledges and agrees that GLLS' warranty is a parts-only warranty. In the event of product failure, GLLS is only responsible for product replacement and no other ancillary costs, such as but not limited to, labor, permits, equipment rental, 3rd party civil liability, etc.

Product Return and Warranty Return Procedures

If Buyer wishes to return a product for return or exchange within the (30) thirty-day window outlined in Section 1, Buyer must promptly contact GLLS by emailing warranty@glls.com and a Case number will be issued detailing the return procedures and time frames. Should Buyer fail to return the product within the timeframe outlined for that Case, no refund or exchange will be given.

If Buyer encounters product failure during their warranty period, Buyer must notify GLLS by emailing warranty@glls.com. GLLS will issue a Case number that serves as the single reference for the claim through troubleshooting, return, evaluation, and closure. GLLS requires that Buyer return the defective product, using the prepaid inbound shipping label provided by GLLS, for inspection prior to shipping a replacement. If Buyer is unable to do this, Buyer acknowledges they will be required to purchase the replacement product and will be credited back the purchase price once the defective product is returned and confirmed as a covered warranty claim.

Governing Law

Purchaser agrees that any disputes arising out of this transaction shall be governed by the laws of the State of Nevada, USA for shipments to the United States, or by applicable Canadian law for shipments outside the United States. The venue for any legal action shall be Las Vegas, Nevada, and Purchaser waives any right to object to venue selection.