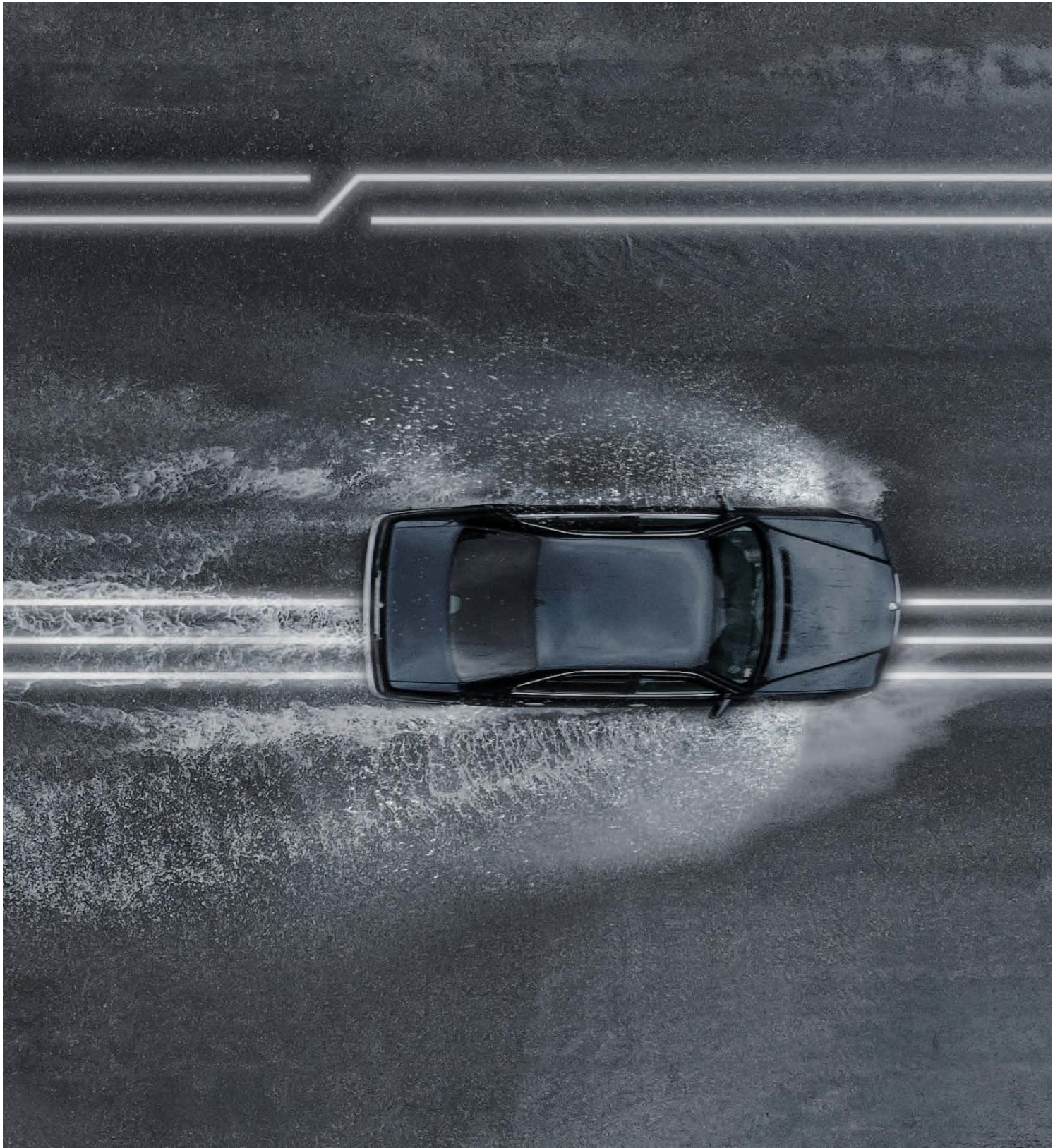




LUMIFORM LIGHTSTRIP XL RIGID

Installation Manual

Version 1.0 - May 2026



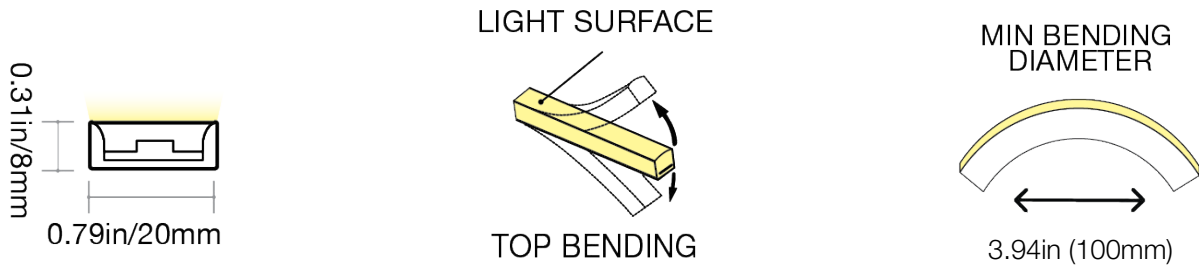
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INSTALLATION TEMPERATURE CHART

	SILICONE
Ambient Installation Temperature	> -40°F (> -40°C)
Maximum Mounting Surface Temperature	185°F (85°C)

MINIMUM BENDING DIAMETER

LumiForm LightStrip XL Stainless Steel is a high-durability lighting solution designed to withstand heavy loads of up to 10 tons, making it ideal for high-traffic areas. The 1.39-inch wide profile is engineered for impact resistance and endures vehicle pressure, water exposure, and harsh environments.

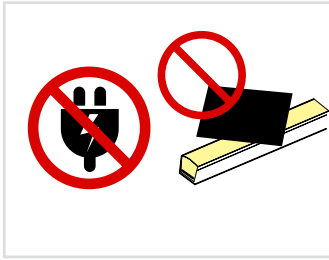


THERMAL FLUCTUATION

Defined in the fixtures OFF state

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

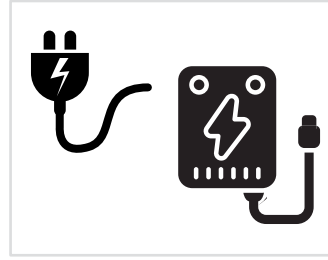
FIXTURE PRECAUTIONS



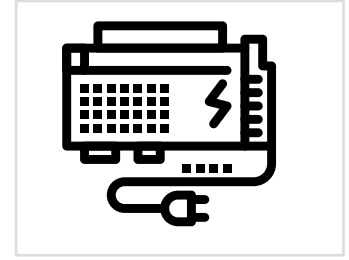
Turn off power during installation and avoid covering the light fixture while lit.



Only qualified personnel maintenance work.



Use appropriate power cables and converters to prevent flickering.



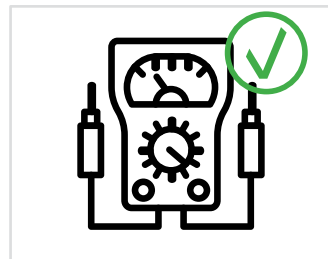
Use only recommended Power Unit.



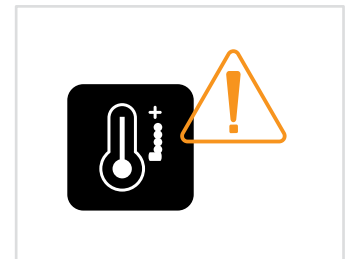
Cut the Vivid Linear Flex Light only at the identification mark using special cutting tools.



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



Test connections with a multi-meter



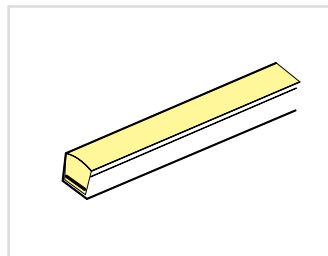
Avoid installing in small, confined spaces warmer than -40°F ~131°F (-40°C ~ 55°C)



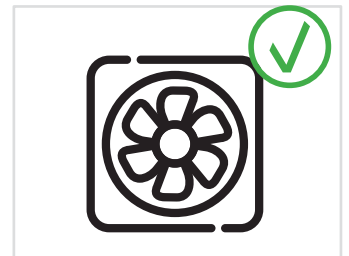
Install the product out of reach of children.



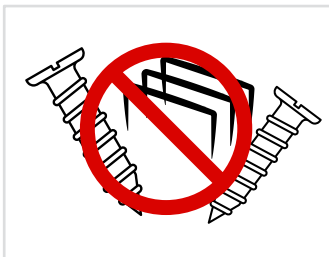
Do not exceed specified voltage. Failure to do so will result in LED life degradation.



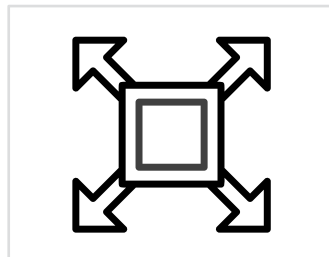
Replace the entire fixture when the light source reaches the end of life.



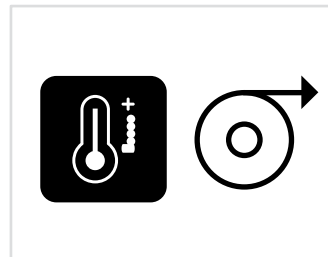
Assemble with proper ventilation and avoid assembly on vibrating surfaces.



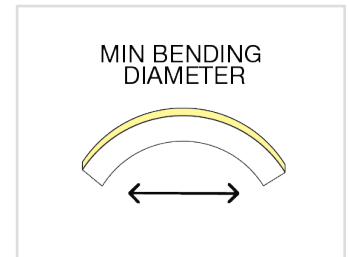
Use suitable fixing materials for installation.



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.

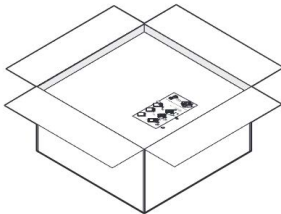
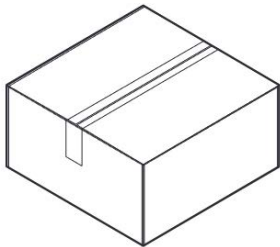
UNPACKING THE FIXTURE KIT

STEP 1:

STEP 2:

Place box on a sturdy, level surface.

Cut the tape and open the box.



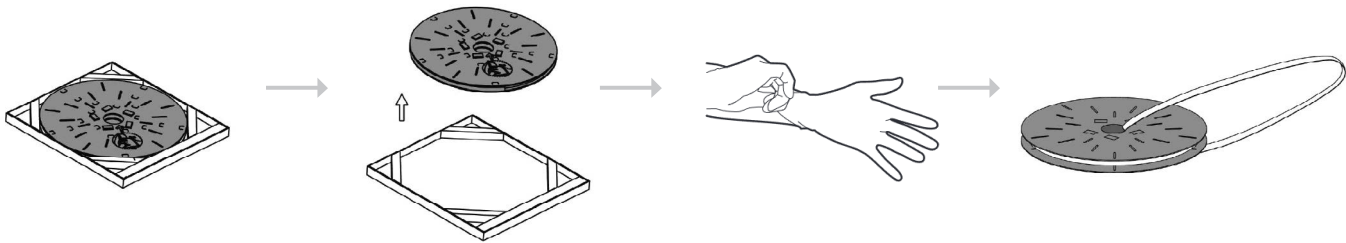
STEP 3: FOR A SINGLE FIXTURE

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.



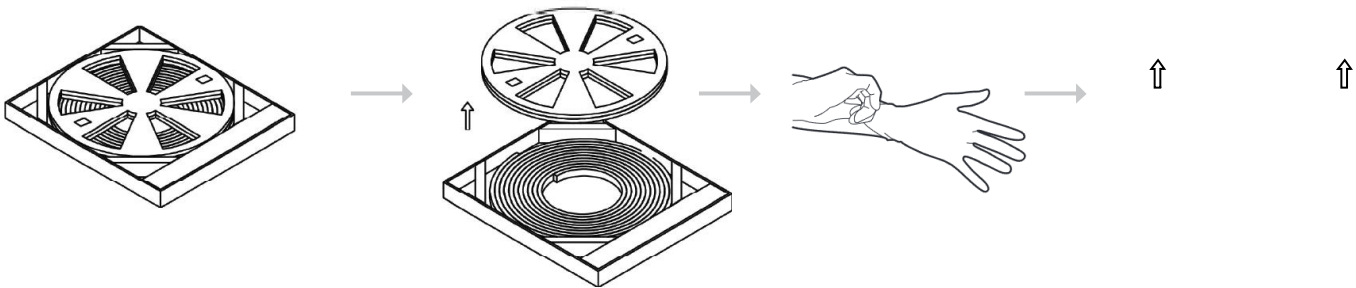
STEP 3: FOR MULTIPLE FIXTURES

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

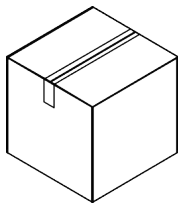
Incorrect unpacking can fracture the PCB.
Damage to components can result.

UNPACKING THE REEL



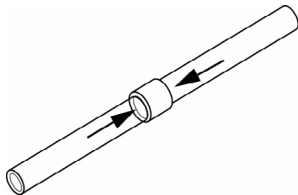
STEP 1:

Place box on a sturdy, level surface.



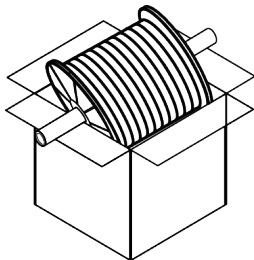
STEP 3:

Assemble the support tubing with coupling.



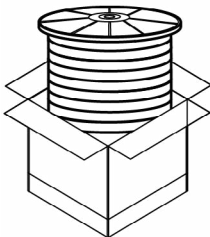
STEP 5:

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



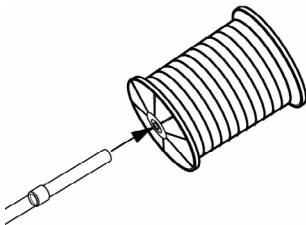
STEP 2:

Lift the spool out of the box.



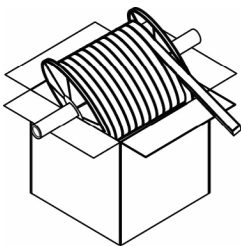
STEP 4:

Insert the support tubing into the center of the spool.



STEP 6:

Carefully guide the fixture straight outward off the spool.



CAUTION

Do not roll the fixture off the bottom of the spool

CAUTION

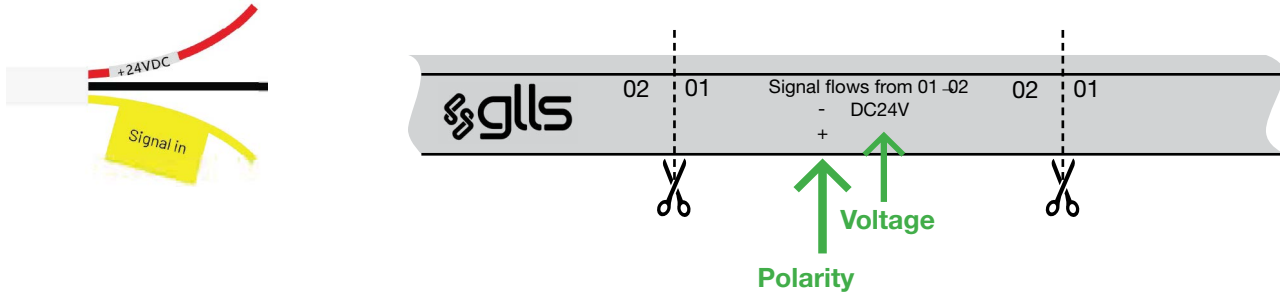
Do not bend or twist the fixture. Two people should unroll the reel to avoid pulling on the fixture and damaging the pcb



LIGHTING TEST

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.



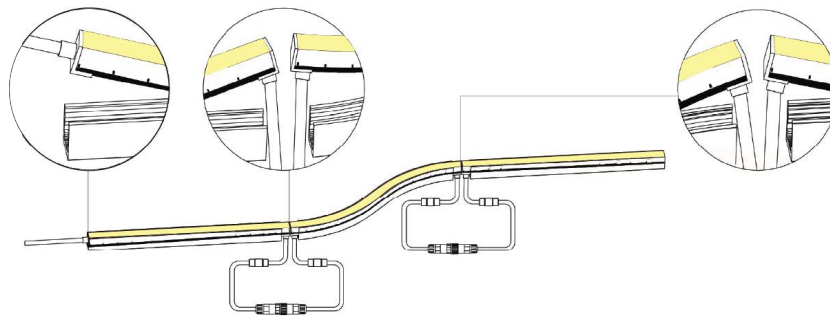
STEP 2: CONFIRM “+ / -” AND SIGNAL WIRES

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.

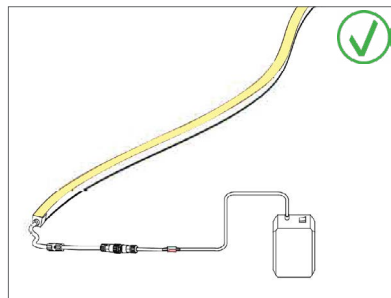
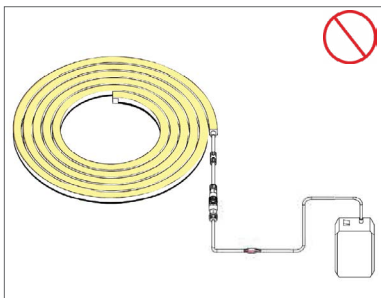
STEP 3: CONNECT SPI LIGHTS IN SERIES PROPERLY

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)

Do not power the light while it is coiled or left in the package for more than 30 minutes, this can cause overheating and damage. If you need to run an extended test, fully uncoil the light and lay it out to allow heat to dissipate.

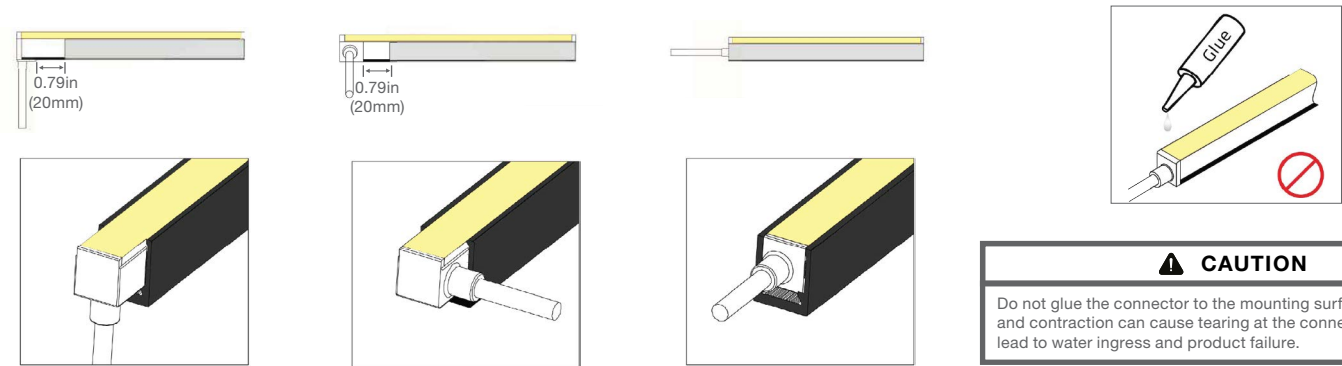


⚠ CAUTION

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.

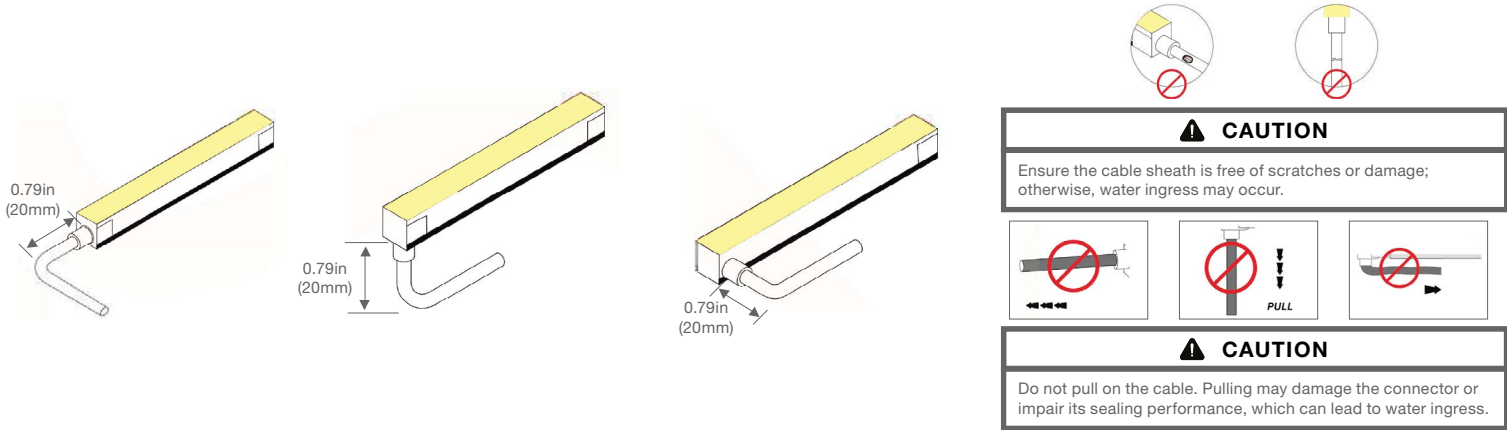
PRE-INSTALLATION: CONNECTOR

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

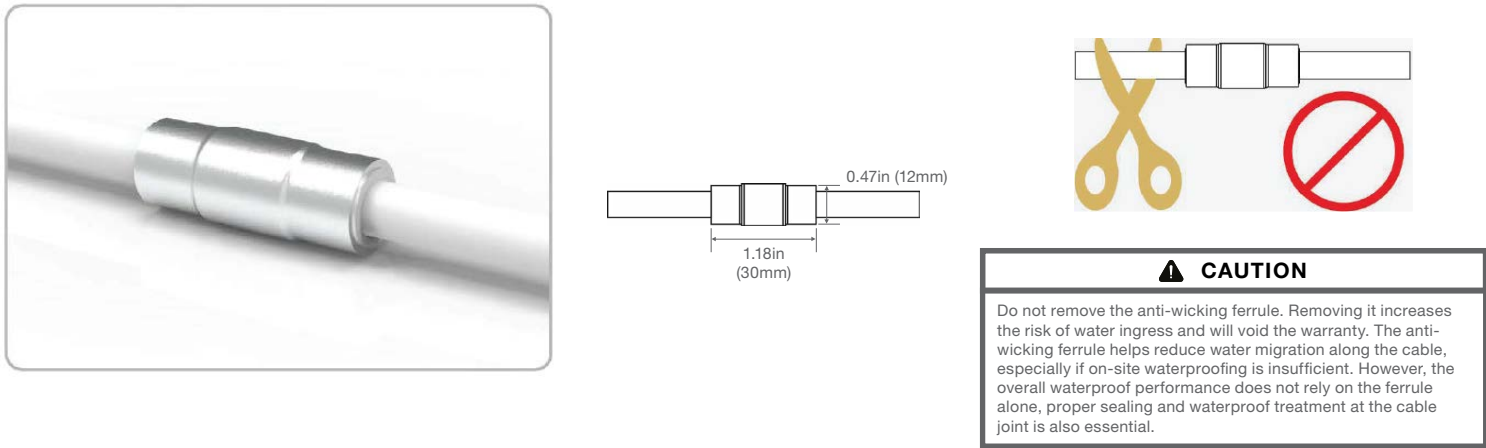


PRE-INSTALLATION: CABLE REQUIREMENT

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

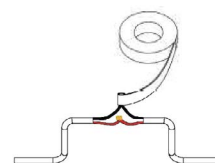
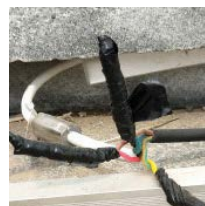
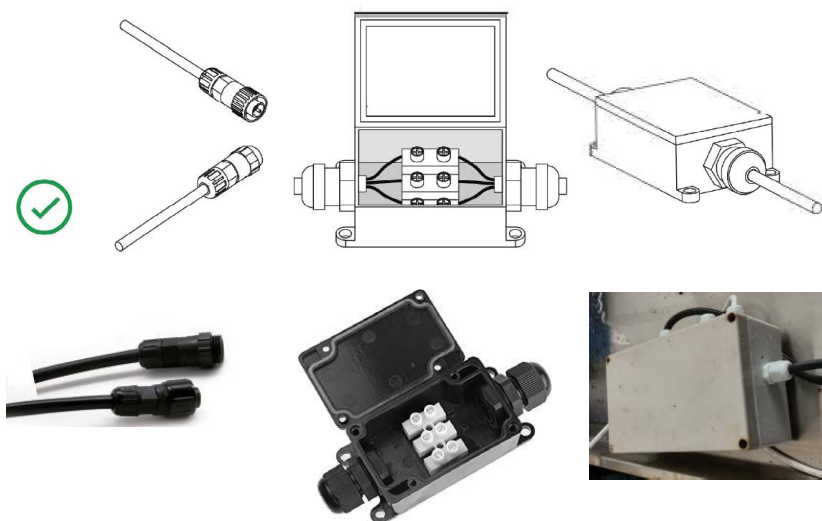
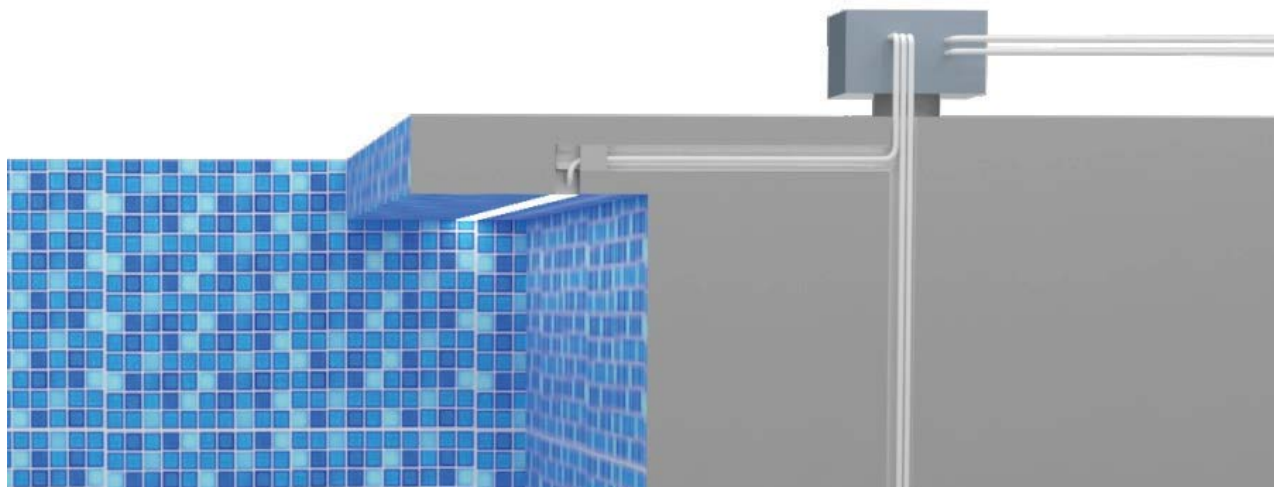


PRE-INSTALLATION: ANTI-WICKING FERRULE



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 intrusion. Damage to components can result.



⚠ CAUTION

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

MOUNTING PRECAUTIONS



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.



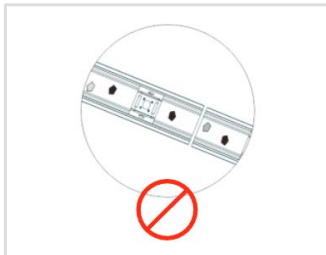
Do not submerge ferrules in water during underwater applications. Do not remove ferrules to avoid damage to light & ensure warranty remains intact.



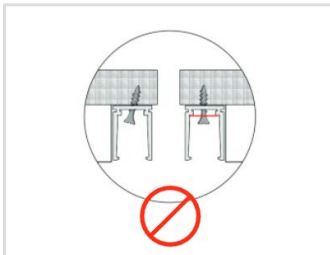
Do not install fixtures with damaged lead wires or accessories. Water ingress can result.



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.



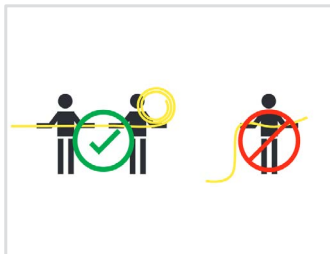
Avoid angular misalignment



Avoid parallel vertical & horizontal misalignment



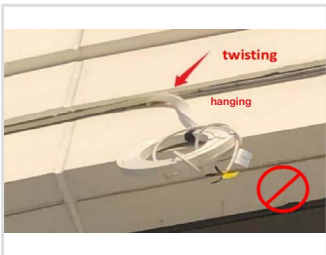
When installing lights in parallel, keep at least 10 cm between them. If they are too close, overheating may occur and could damage the housing material and electronic components.



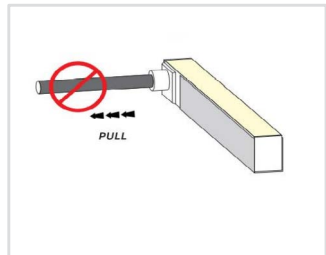
Repeated installation and removal can weaken the PCB. Two people are required for any fixture install longer than 6.5ft (2m). Damage to components can result.



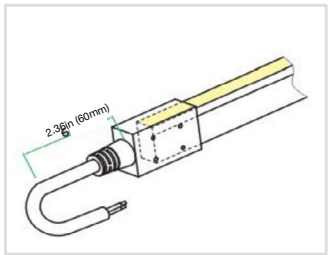
Do not join mounting profile in the same location as the wall joints. The expansion and contraction of the building surface will pull the lighting connection apart. Damage to components can result.



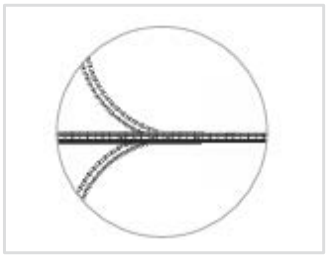
Do not allow light fixture to hang or twist while installing into mounting profile. Improper handling could lead to damage to the internal PCB of the fixture.



Do not pull the connector wire forcefully from the fixture. Water ingress 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.



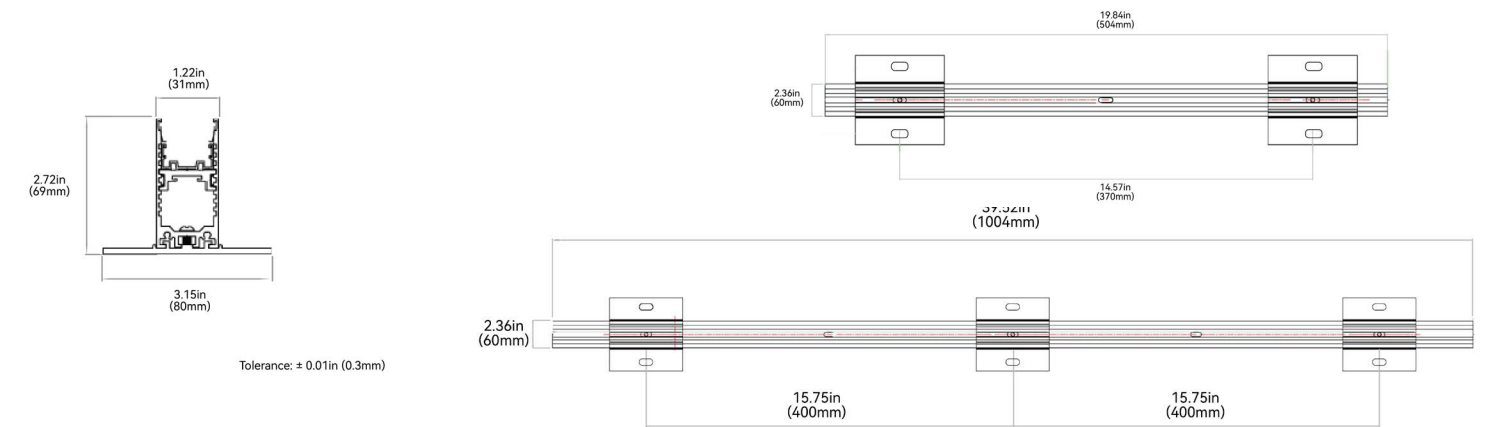
When using a bendable aluminum profile, it is recommended to mount it in place immediately to prevent breakage caused by frequent repeated bending.



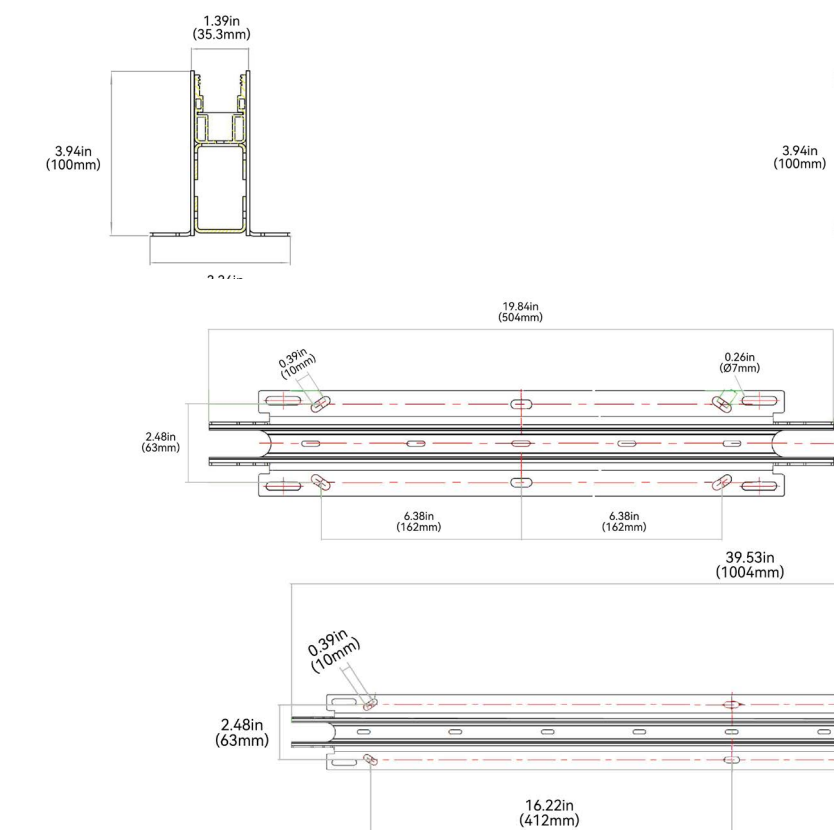
Dimensions

DIMENSIONS

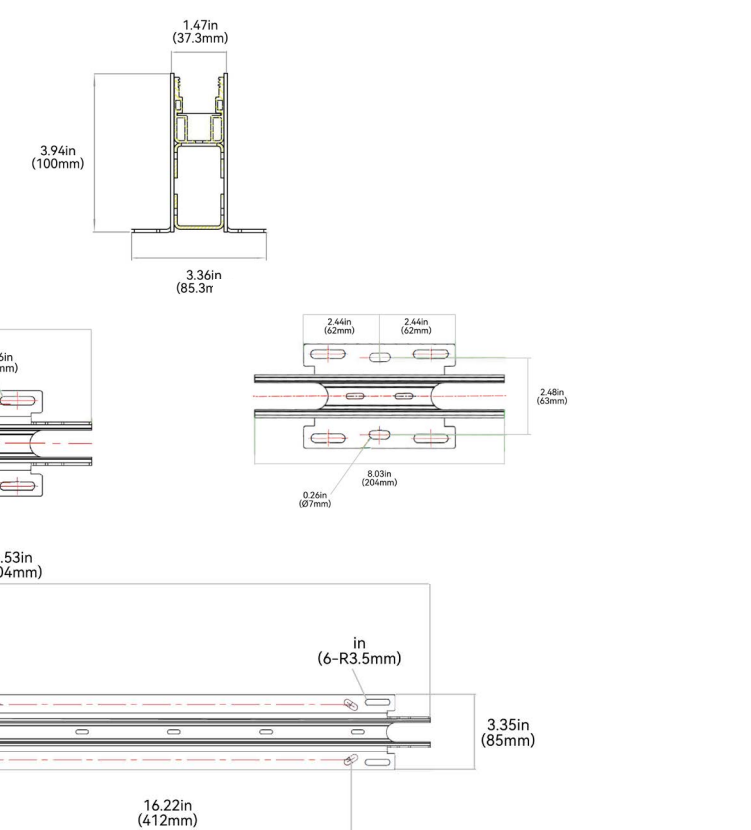
ALUMINUM INGROUND RIGID



STAINLESS STEEL INGROUND RIGID



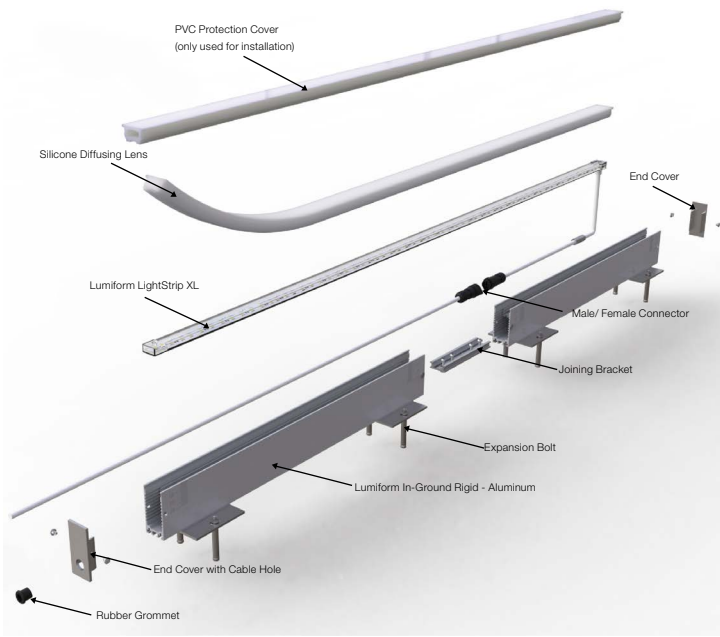
STAINLESS STEEL INGROUND RIGID HEAVY DUTY



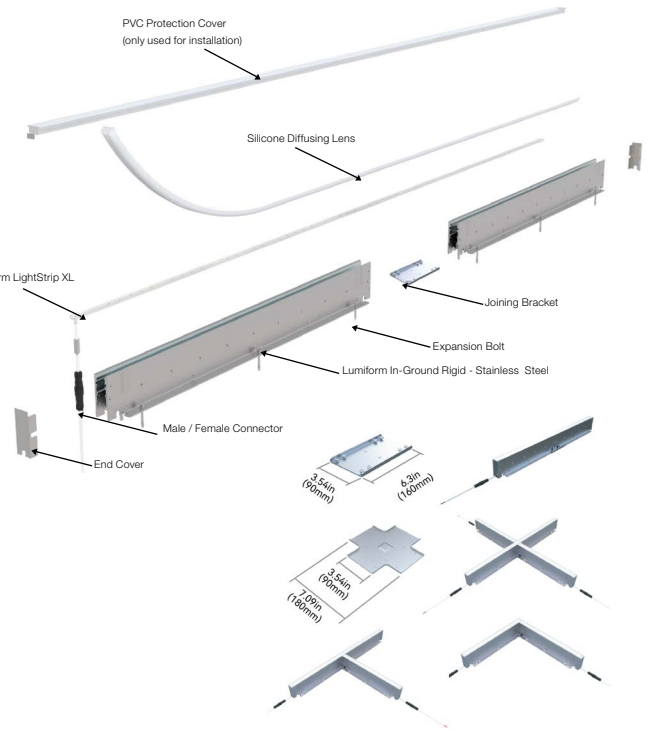
MOUNTING HARDWARE

Components

ALUMINUM COMPONENTS



STAINLESS STEEL COMPONENTS



INSTALLATION WARNINGS

- Disconnect power before installation.
 - Always ground the mounting channel and conduit system in accordance with local and national electrical codes.
 - For optimal light output, keep the fixture surface clear and free from dirt, dust, plants, leaves, and any other kind of obstruction before placing silicone lens. This in-ground channel solution is suitable for poured concrete, and masonry installations.
 - Not suitable for underwater use. Avoid installing in low-lying areas or ground depressions where water may collect. Ensure proper drainage around the base and sides of the luminaire.
 - If installation in a low-lying area is unavoidable, a dedicated drainage system must be installed to prevent the luminaire from prolonged exposure to standing water.
 - Use a continuous length of electrical cable whenever possible. Joints can be vulnerable to water ingress and may compromise the integrity of the installation.
 - The dimensions provided in this manual are for reference only. Please adjust them according to the actual foundation structure.
- Key installation principles:
- a. The top of the in-ground light should be flush with the ground surface after installation.
 - b. The base of the in-ground light can drain threshold allow water to drain through a permeable layer.
 - c. The foundation must be stable and strong enough to prevent settling or shifting due to foot traffic, vehicle loads, weather conditions, and natural ground movement such as expansion and contraction.

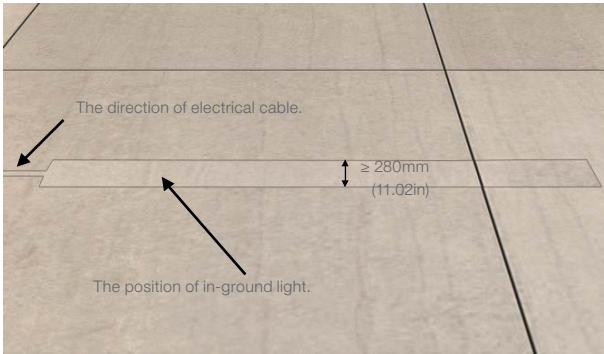
LUMIFORM RIGID INSTALLATION



Installation

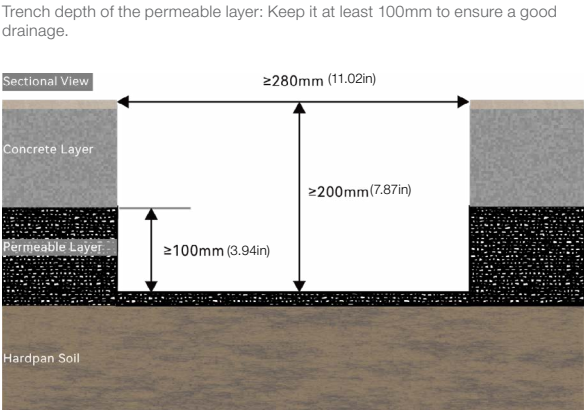
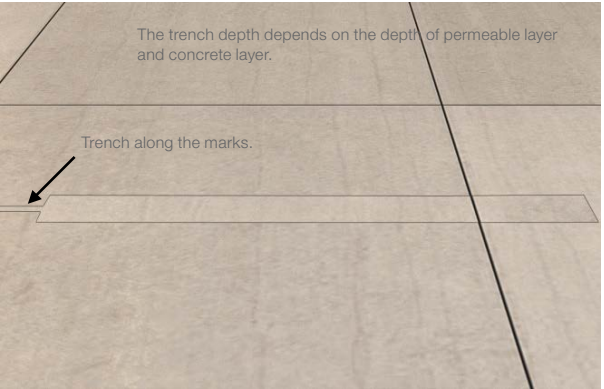
STEP 1:

Marking and Cutting. *For pre-existing retrofit installation.



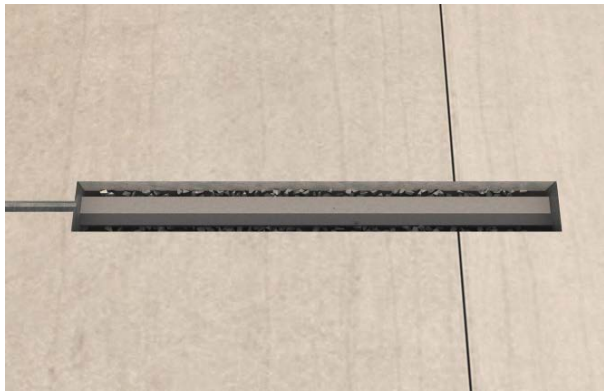
STEP 2:

Trench Layout

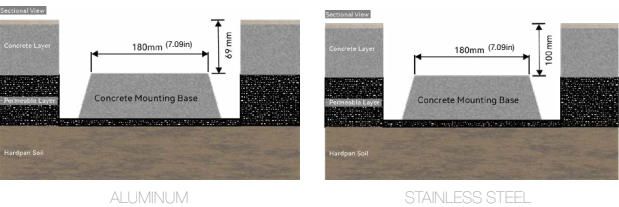


STEP 3:

Build a concrete mounting base for the in-ground mounting channel.



Ensure the concrete mounting base is level and thick enough to securely support expansion bolts for in-ground channel installation.



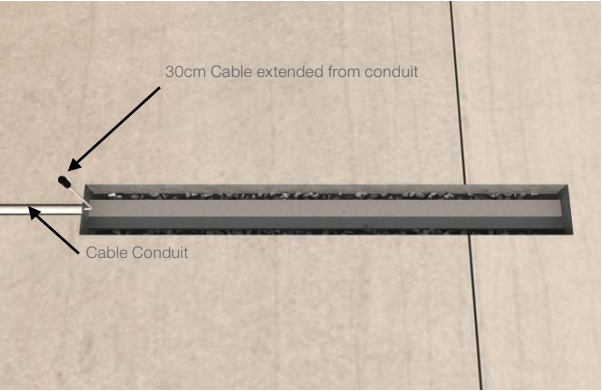
LUMIFORM RIGID INSTALLATION



Installation Continued

STEP 4:

Cable Routing

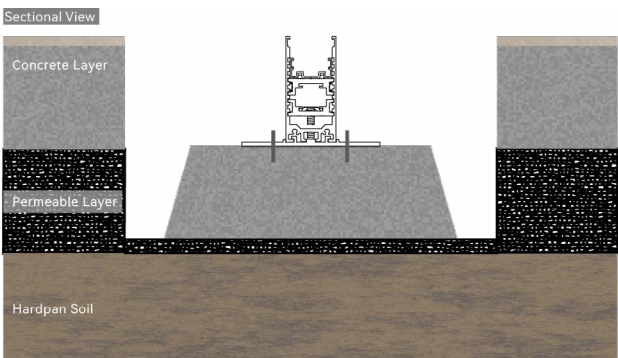


STEP 5:

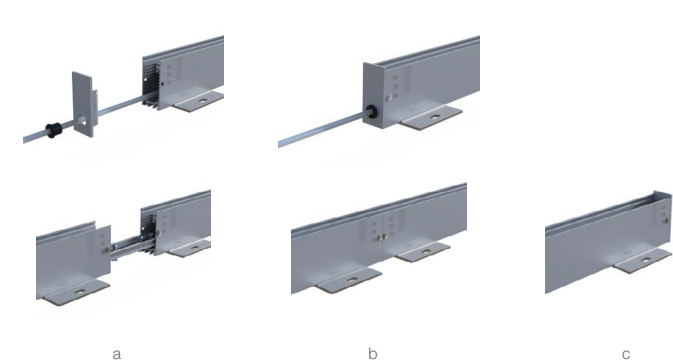
Attach in-ground mounting channel



Use the expansion bolts to attach the housing beginning from the power input end.



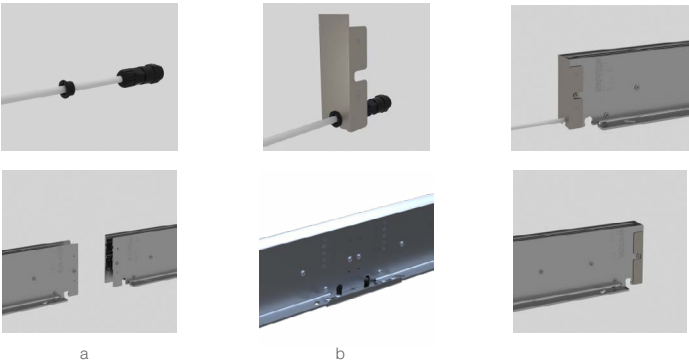
ALUMINUM



Make sure the end cover is in place when feeding the electrical cable into the housing.

- a. Fix the housing orderly and extend more lengths as desired.
- b. Align the housings and then connect them via joining brackets.
- c. Cap the end.

STAINLESS STEEL



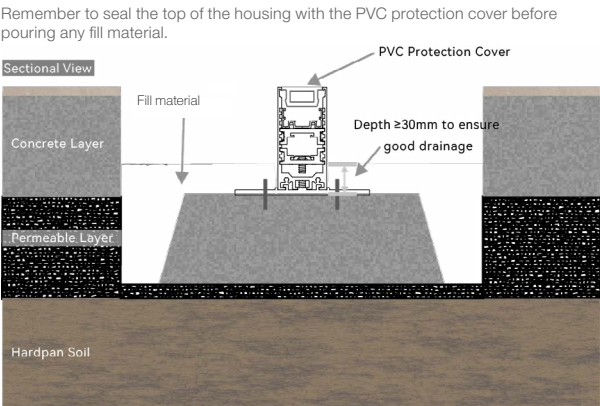
LUMIFORM RIGID INSTALLATION



Installation Continued

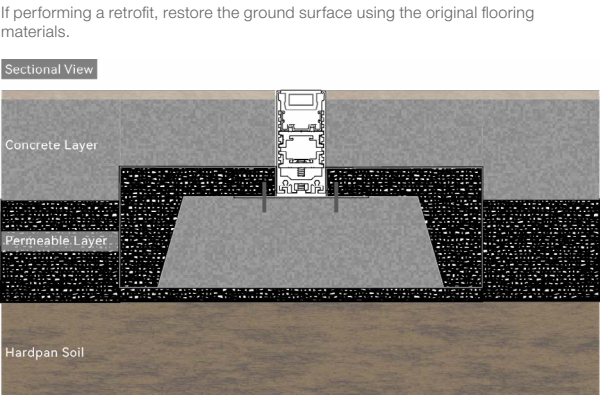
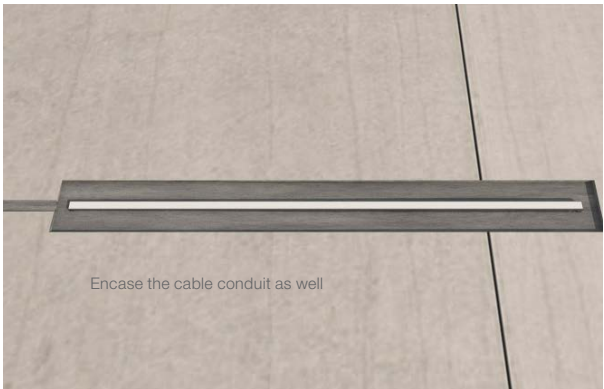
STEP 6:

Compress surrounding area with permeable fill material and compact it.



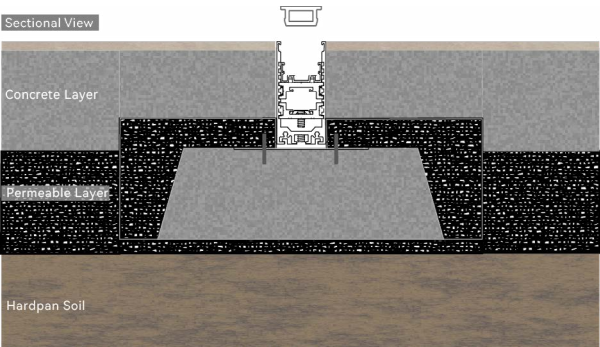
STEP 7:

Encase with concrete



STEP 8:

Remove the PVC Protection Cover



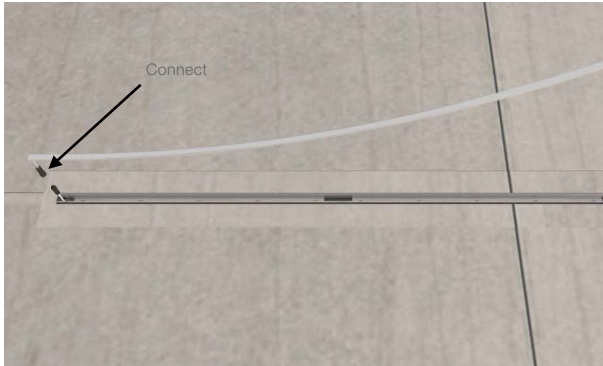
LUMIFORM RIGID INSTALLATION



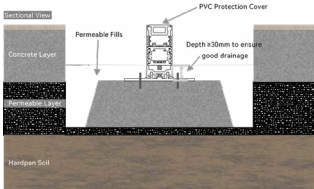
Installation Continued

STEP 9:

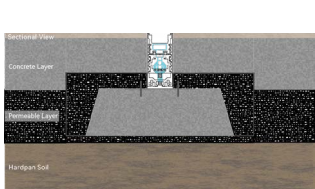
Mount the light fixture, then turn on the power to test the installation



Connect the cable from the conduit with the lead wire of the light fixture. Insert the luminaire starting from the power input end. Verify all wiring connections before powering on.



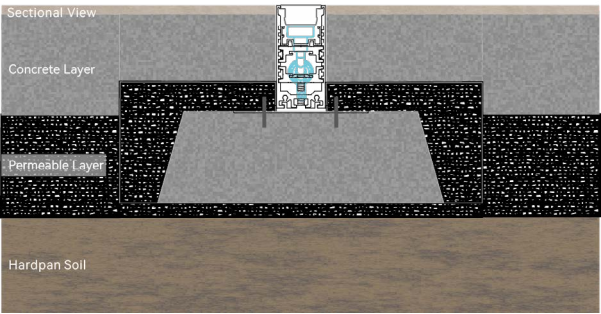
ALUMINUM



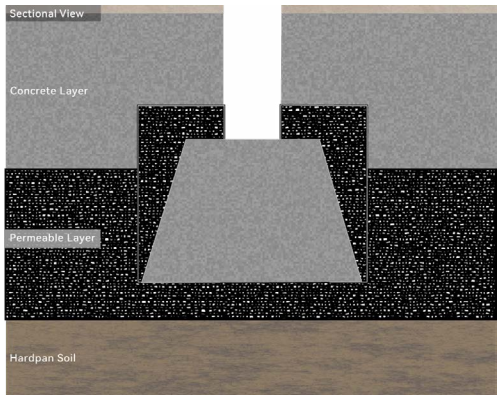
STAINLESS STEEL

STEP 10:

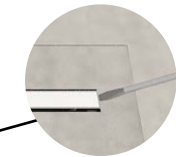
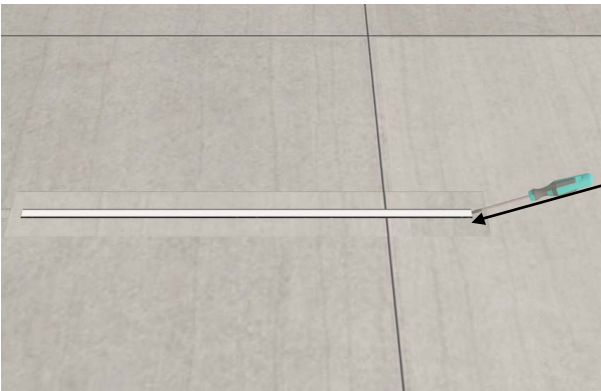
Complete installation by installing the Silicone Diffusing lens after confirming light function.



ADDITIONAL INFORMATION



If the concrete back is too thick, deepen the trench depth in order to ensure the bottom of the in-ground mounting channel is located in the permeable layer.



In order to remove lens, carefully use a trench screwdriver to lever the silicone diffusing lens from the gap at the end.



FIXTURE INSTALLATION



OPTION 1: APPLICABLE TO ALL FIXTURES

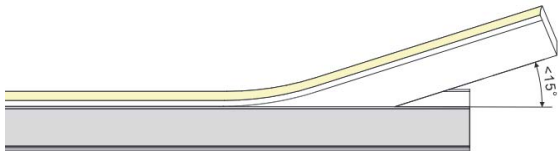
STEP 1:

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



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 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 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.



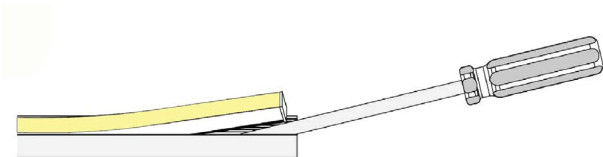
FIXTURE REMOVAL



OPTION 1: APPLICABLE TO ALL FIXTURES

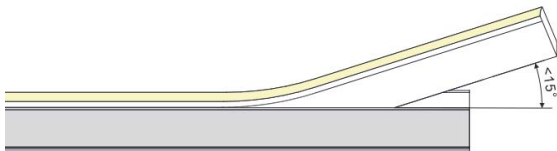
STEP 1:

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



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 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 4:

When dealing with fixtures longer than 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.

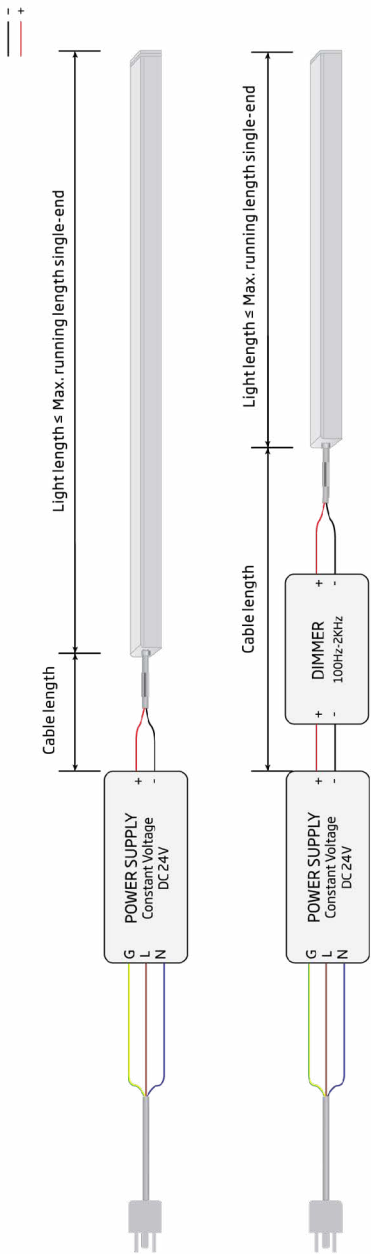


STATIC WIRING DIAGRAM



18AWG*2

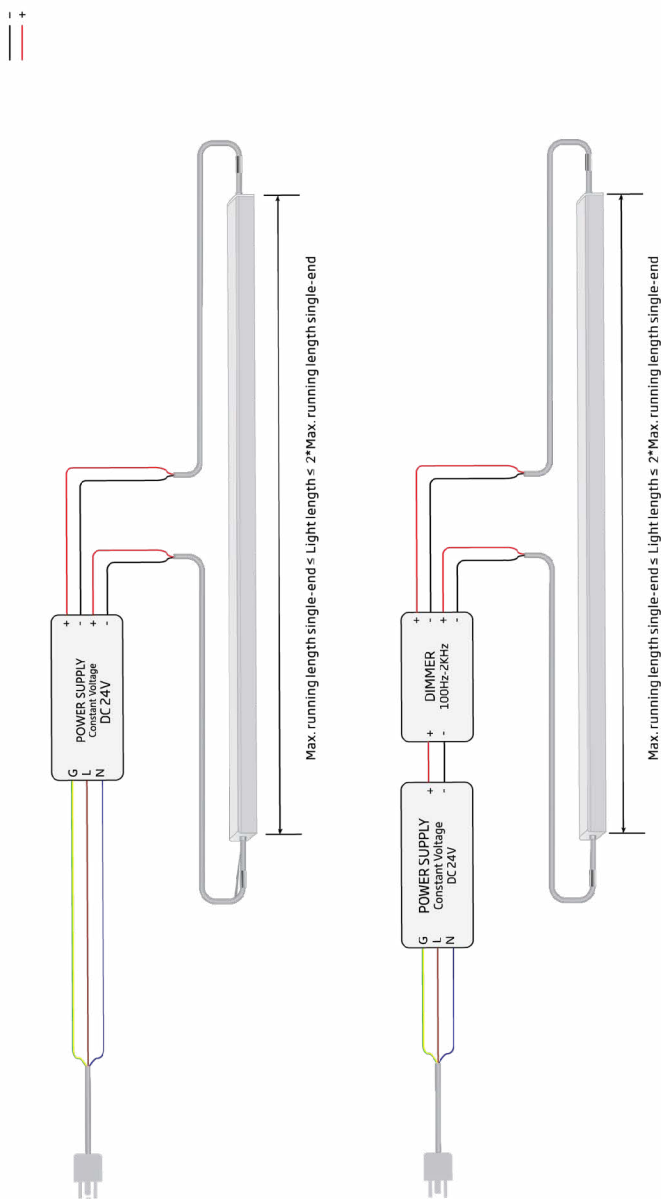
SINGLE-END FEED



CAUTION

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

DOUBLE-END FEED



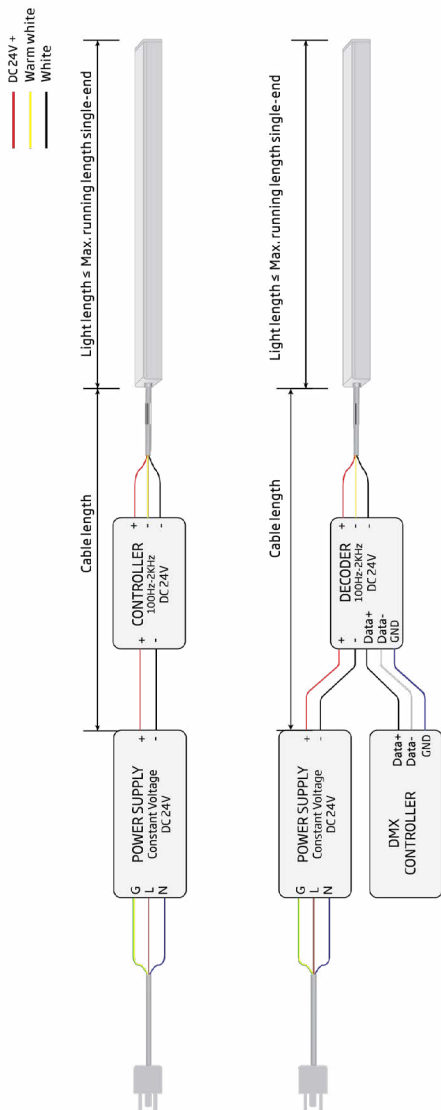
CAUTION

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



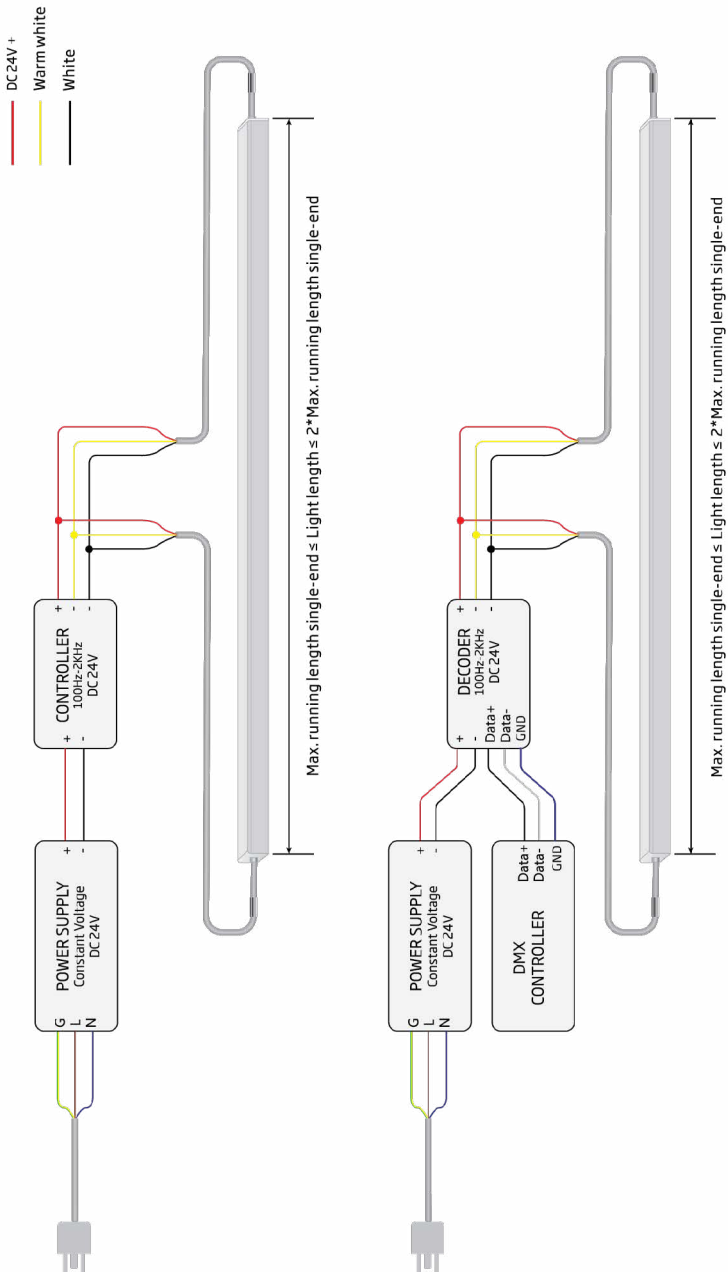
SINGLE-END FEED



CAUTION

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

DOUBLE-END FEED

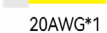


CAUTION

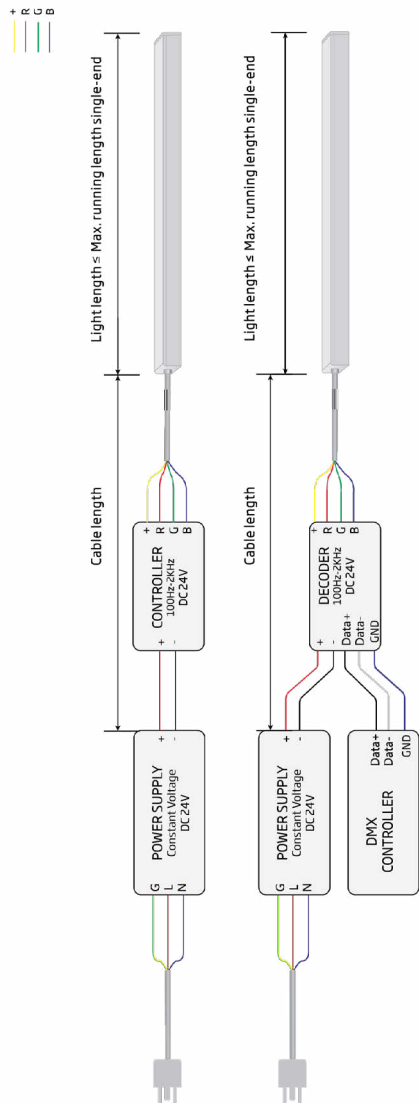
The use of two power supplies feeding both ends of the lights is not recommended. If either power supply fails, overloading and overheating can occur.

RGB PWM WIRING DIAGRAM

22AWG*3

20AWG*1


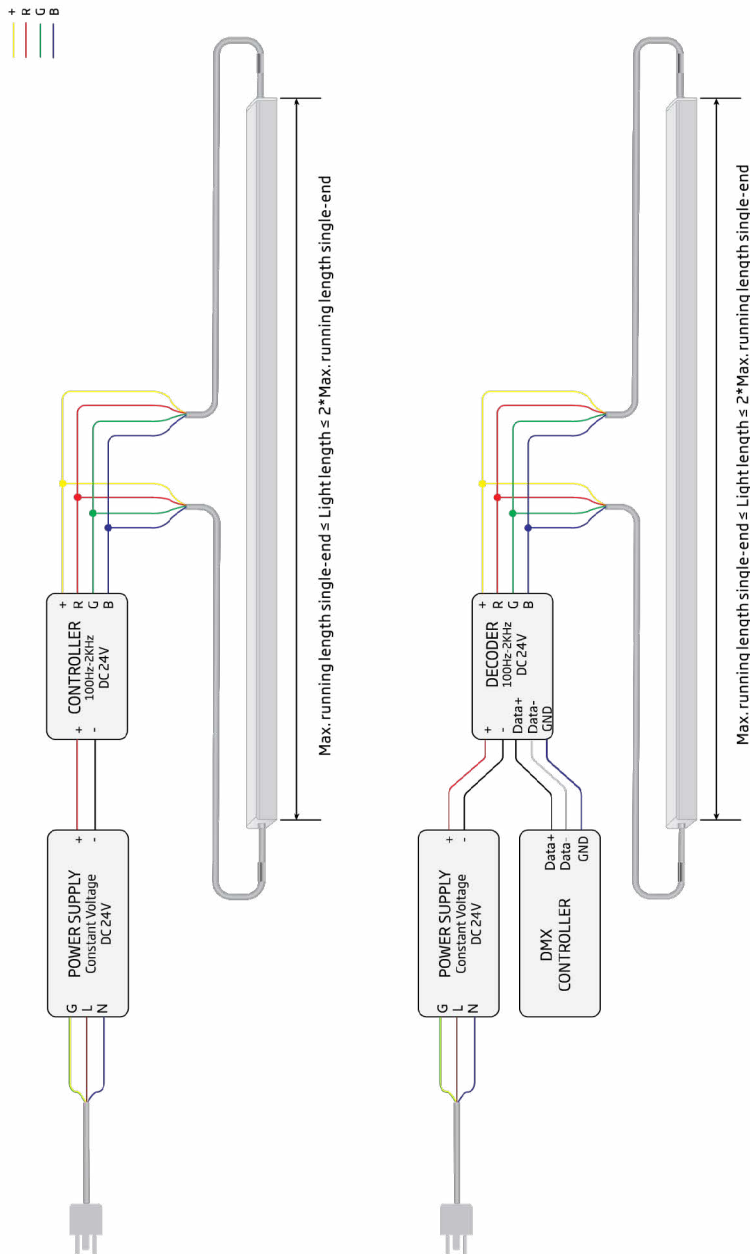
SINGLE-END FEED



CAUTION

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

DOUBLE-END FEED



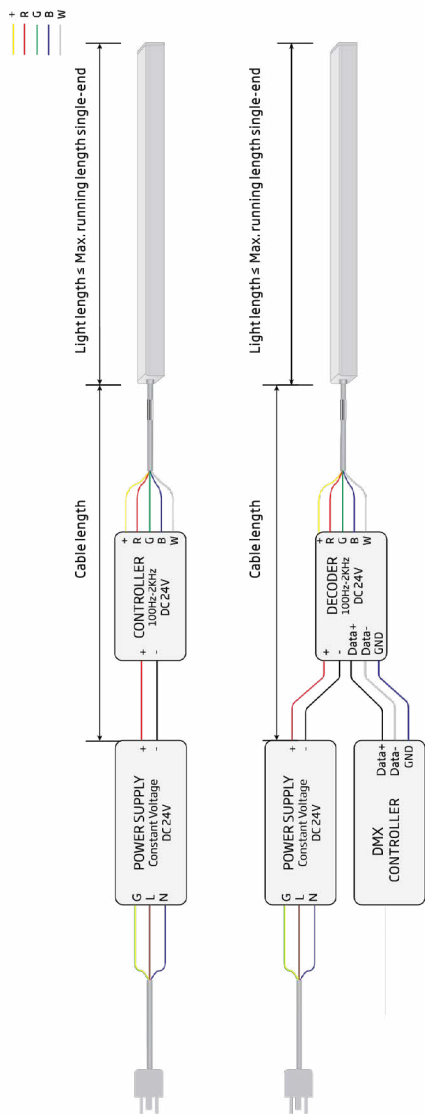
CAUTION

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.

RGBW PMW WIRING DIAGRAM



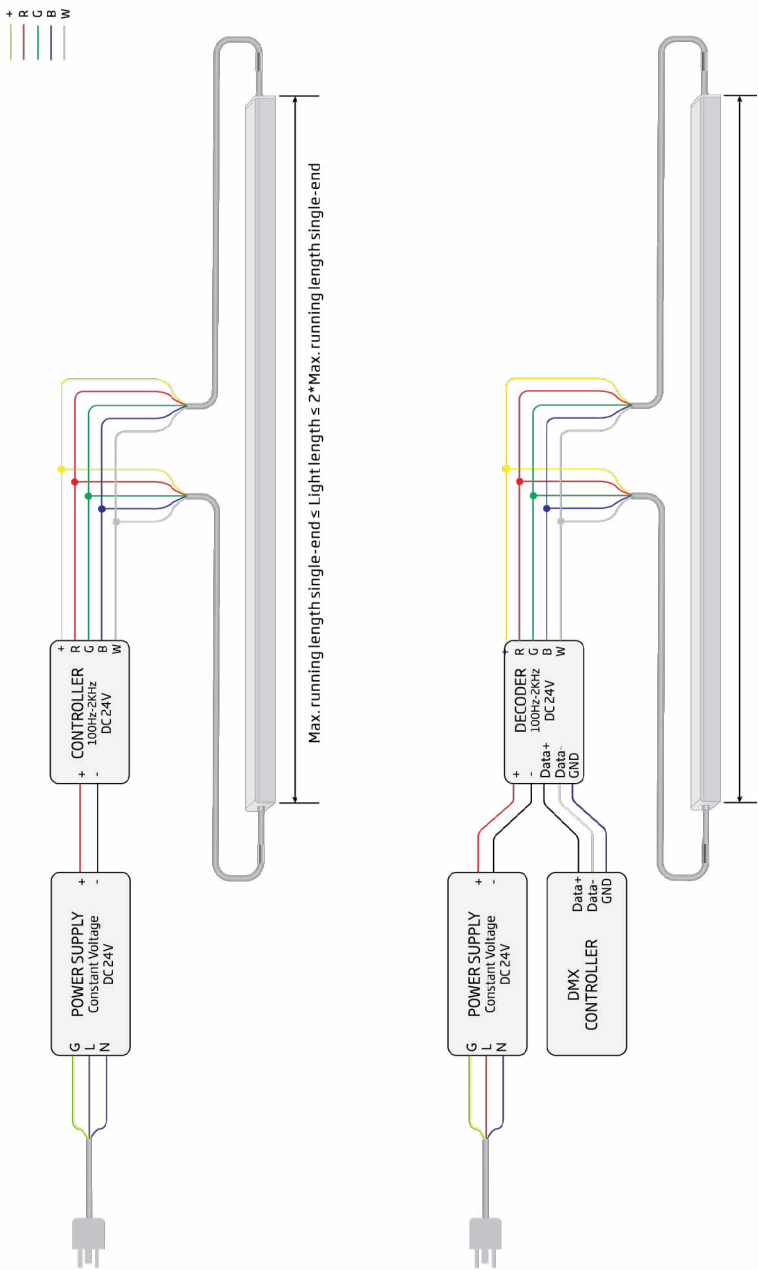
SINGLE-END FEED



 **CAUTION**

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

DOUBLE-END FEED



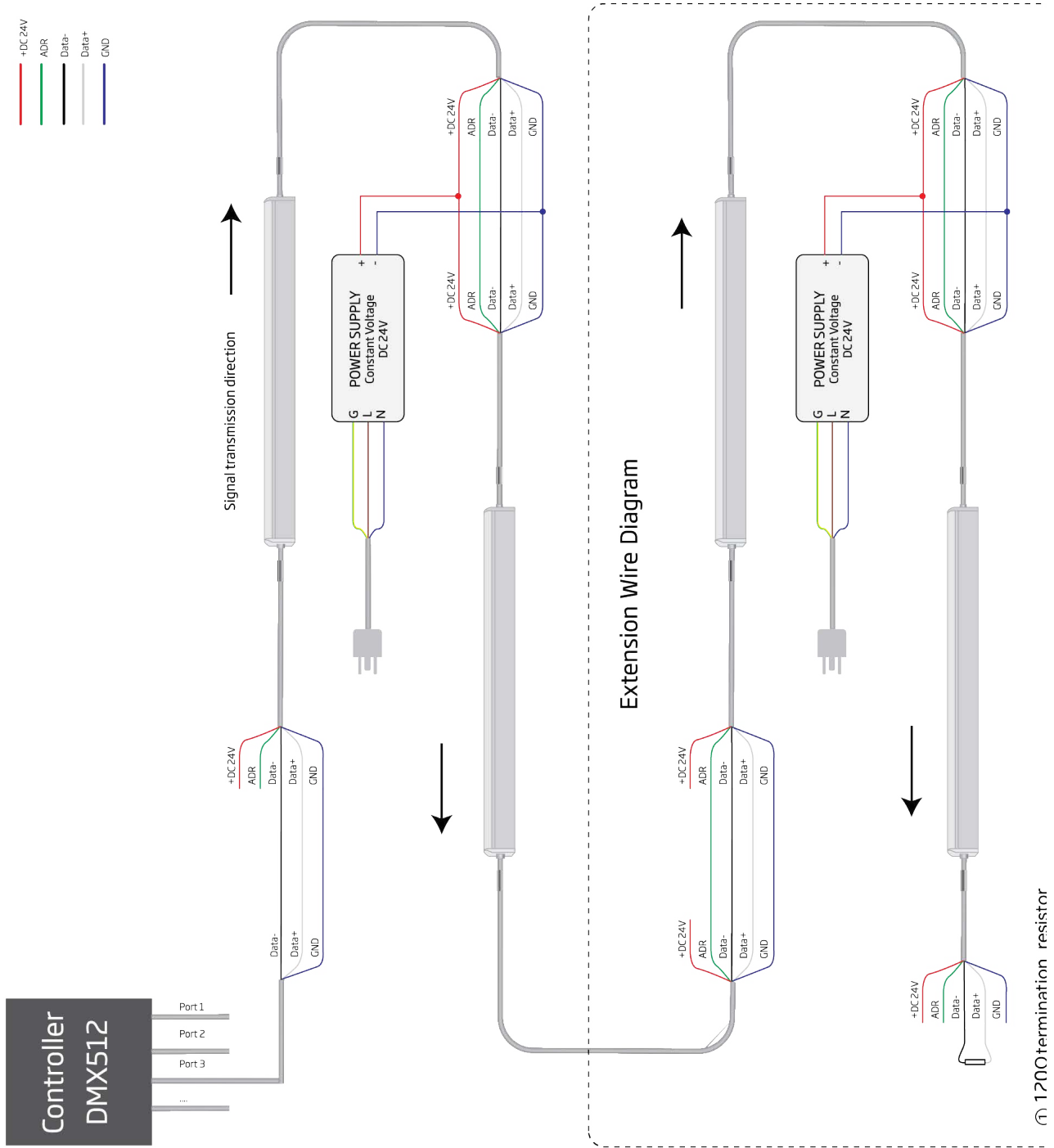
 **CAUTION**

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.

DIRECT DMX/ PIXEL WIRING DIAGRAM

22AWG*3
20AWG*2

SYSTEM

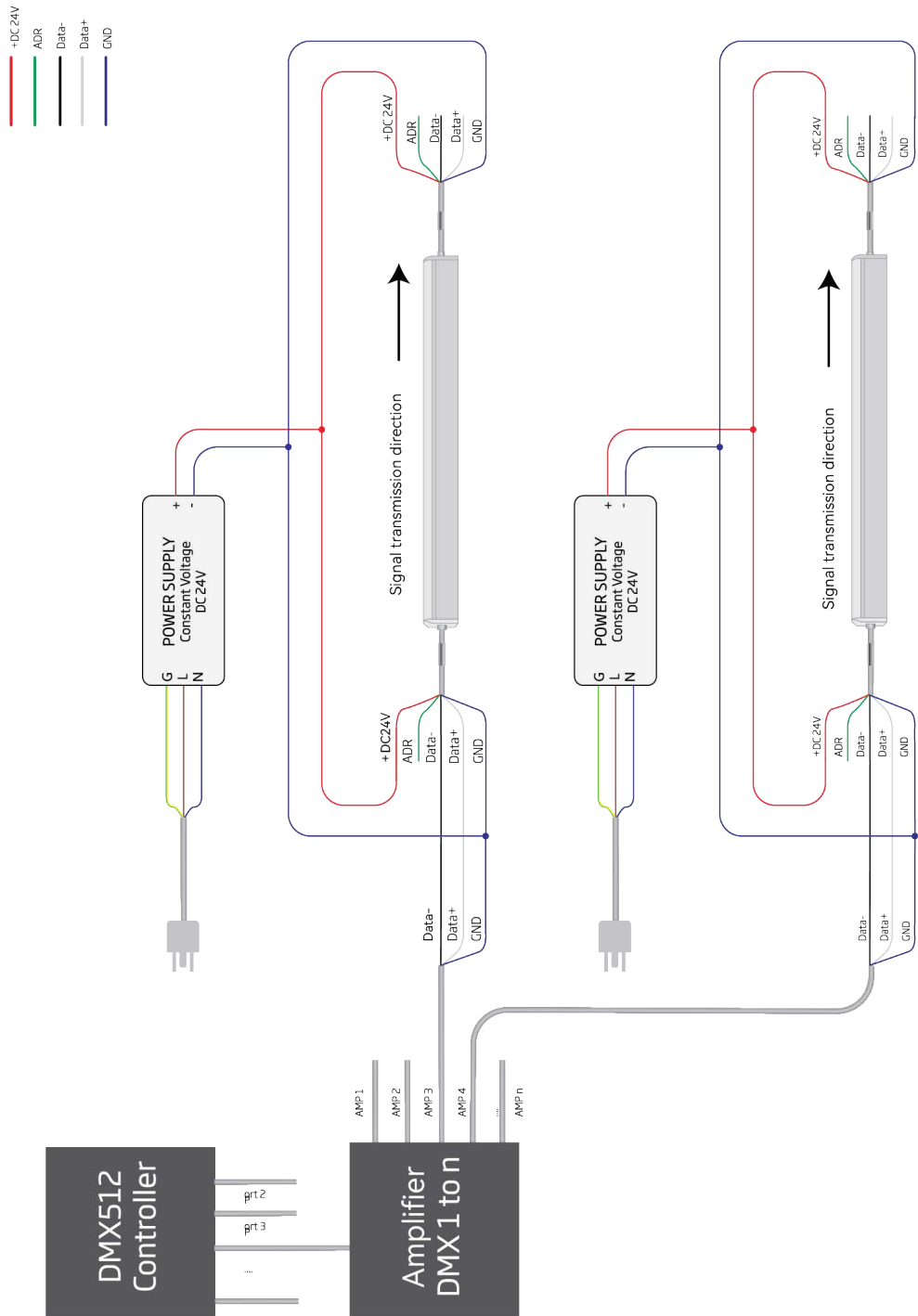


DIRECT DMX/ PIXEL WIRING DIAGRAM

22AWG*3

20AWG*2

SYSTEM



LIMITED WARRANTY



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

Terms & Conditions

GILLS is committed to providing defect-free products that function “as-advertised” and operate trouble-free. All GILLS 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 GILLS-branded Linear Flex Silicone products from the date of purchase to the original buyer. GILLS does not warranty any third-party products supplied by GILLS.

GILLS 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. GILLS will replace or repair, at its discretion, any product that is defective or inoperable within the duration of this Limited Warranty, excluding labor. GILLS 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 GILLS product, and the aggregate remedy for any claim shall not exceed the total purchase price of the defective product. Under no circumstances will GILLS 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 GILLS. 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.

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

GILLS’ Limited Warranty does not include on-site visits to inspect product. GILLS reserves the right to require the return of potentially defective product for inspection, at GILLS’ 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. GILLS 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. GILLS 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. GILLS is not responsible for any third-party warranty costs such as labor, equipment rental, or permits.
4. If for any reason GILLS cannot provide you with the exact fixture type for your warranty case, GILLS will provide you with the closest equivalent product at that time.
5. GILLS 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 GILLS’ expressed written authorization will void the Limited Warranty.
7. GILLS 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 GILLS’ written data sheets and installation instructions.
11. GILLS 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, GILLS does not cover, refund, or credit back shipping fees, duties, tariffs, or taxes. For confirmed warranty claims, GILLS provides a prepaid inbound shipping label and covers inbound freight to GILLS; 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 GILLS within thirty (30) days of the defect first being observed. Claims submitted after this window may be declined on that basis alone.



LIMITED WARRANTY



GILLS 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 GILLS by emailing warranty@gills.com with proof of purchase, the product SKU, and details of the failure. GILLS 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, GILLS will issue a return authorization against the Case number, together with a prepaid inbound shipping label; GILLS covers inbound freight on confirmed warranty claims. The product must be received at the GILLS US Warehouse (1075 American Pacific Dr., Ste. A, Henderson, NV 89074, USA), or another location designated by GILLS, 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, GILLS will issue a credit for the replacement unit to the customer's account. GILLS will complete evaluation and issue a written coverage decision within seven (7) business days of receiving the returned product.

If coverage is approved, GILLS 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, GILLS 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@gills.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, GILLS may dispose of it.

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

GILLS 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 GILLS 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 GILLS' 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



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.



LIMITED WARRANTY



Power Supplies — 7-Year Limited Warranty

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



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.

