



AQUA NEON

Installation Manual

Version 1.2 - September 2026



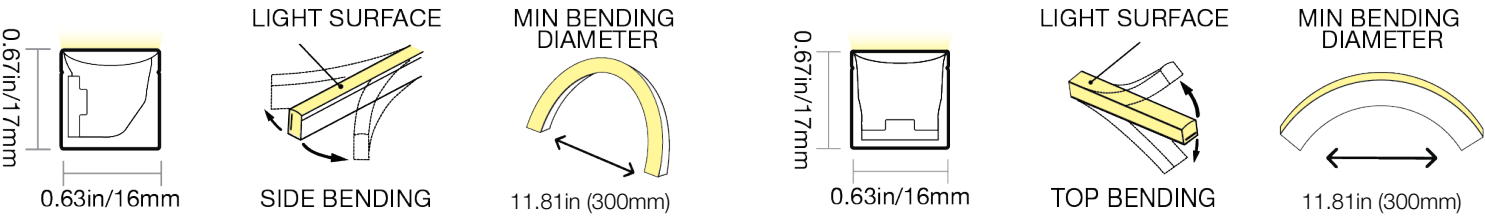
TEMPERATURE & BENDING	3
SAFETY WARNING	4
POOL LIGHTING CHECKLIST	5
PROFILE	6
SILICONE CONNECTOR	7
PVC CONNECTOR	8
FIXTURE PRECAUTION	9
UNPACKING THE FIXTURE KIT	10
UNPACKING THE REEL	11
LIGHTING TEST	12
MOUNTING PROFILES	13
JOINTS	14
MOUNTING PRECAUTIONS	15
MOUNTING HARDWARE	16
MOUNTING + DEMOUNTING TOOL	18
UL676 PRODUCT INSTALLATION	19
FIXTURE INSTALLATION	24
FIXTURE REMOVAL	25
STATIC WIRING DIAGRAM	26
TUNABLE WHITE WIRING DIAGRAM	27
SPI/PIXEL WIRING DIAGRAM	28
TROUBLESHOOTING	30
LIMITED WARRANTY	31

INSTALLATION TEMPERATURE CHART

	SILICONE	PVC
Ambient Installation Temperature	$\geq -40^{\circ}\text{F}$ (-40°C) $-40^{\circ} \sim 140^{\circ}\text{F}$ ($-40^{\circ} \sim 60^{\circ}\text{C}$)	$\geq -32^{\circ}\text{F}$ (-0°C)
Maximum Mounting Surface Temperature	185°F (85°C)	140°F (60°C)

MINIMUM BENDING DIAMETER

Aqua Linear Wave PVC 24V is engineered to be the most reliable underwater Linear Flex profile (0.63in x 0.67in), designed to withstand the harshest aquatic environments. With unmatched durability, it provides a minimum top bend or side bend diameter of 11.81 inches, making it flexible for architectural, commercial, and industrial submersible applications.



THERMAL FLUCTUATION

Defined in the fixtures OFF state

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

SAFETY WARNING



1. Follow the electrical safety regulations of your country, and ensure that the products are installed and maintained by a qualified electrician.
2. Before making any installation, maintenance, or connections, be sure that the mains power is disconnected.
3. Please operate the fixtures according to the instructions, and ensure that the working voltage meets the product requirements.
4. The construction of underwater projects must comply with NEC 680 regulations, and designated accessories are required for installation.
5. Contact with water is prohibited for the wiring and installation of devices.
6. The products are only suitable for use in seawater or freshwater; they must not be used in hot water, such as therapeutic pools, hot tubs, spas, etc., nor in any corrosive liquids.
7. The cable junction box must be located on the shore and at least 4in (10 cm) above the ground.
8. Do not energize the fixture while it is still in coil packaging for more than 30 minutes.
9. Do not cut, modify, or dismantle the fixture.
10. For supply connections, use only an isolating low-voltage power supply with an ungrounded output that is evaluated for swimming pool use.
11. Unless the luminaire is installed in an area of the swimming pool that is not used for swimming, and the lens is adequately guarded to prevent any person from contacting it, the luminaire must be installed in or on a wall of the pool, with the top of the lens opening no less than 457 mm (18 inches) below the normal water level of the pool.

Note: Environmental conditions may vary between pools. To avoid any issues, consider factors like temperature, installation time before water filling, and water disinfection method. It's also advised to do a sample test of the recommended mounting channels and Wave fixture before placing orders.

POOL WATER DISINFECTION TIPS

- Do not let undiluted pool chemicals come into direct contact with pool surfaces or equipment, as this can cause damage.
- Pre-dissolve: Always dissolve disinfectants in a separate bucket or container of water before adding them to the pool. Make sure they are fully dissolved.
- Apply Safely: When adding the diluted mixture, pour it at least 3 feet (1 meter) away from any installed LED neon flex lighting.



POOL LIGHTING CHECKLIST



To provide you with the best solution, please send us the CAD file or photos of your swimming pool, along with the following information:

FOR RETROFITTING POOL LIGHTS

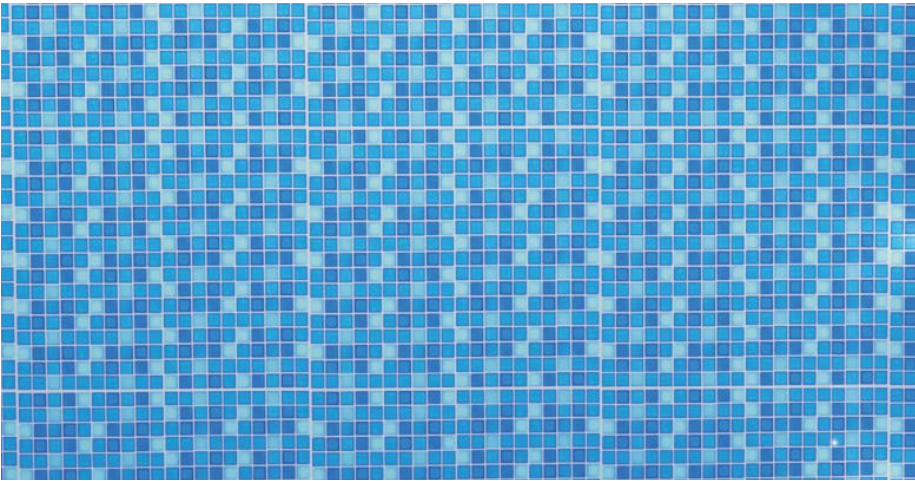
- Distance between the electrical room and the junction box, including the product’s power feed position
- Number and location of existing wiring and connection boxes (if applicable)
- Swimming pool disinfection method (e.g., ozone, chlorine)
- Any special chemicals used in the water
- Any additional information about the pool that may be helpful

FOR INSTALLING LIGHTS IN A NEW POOL

- Location of the electrical room
- Wiring requirements, including the number of connection boxes.
- Swimming pool disinfection method
- Any special chemicals used in the water
- Any other requirements for the installation



Connection Box: Use waterproof junction boxes filled with silicone glue or epoxy resin.



Electrical Room



Connection Box



Connection Box

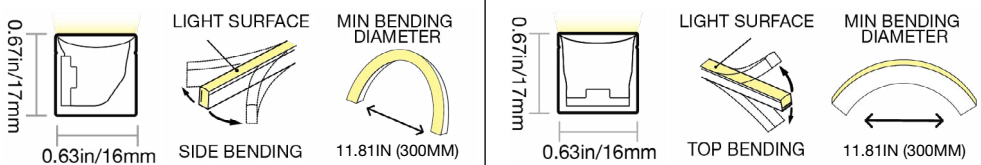




AQUA NEON WAVE: PVC & SILICONE - 24V
Submersible Pool Rated Linear Flex Profile



PROFILE CAPABILITIES



CERTIFICATIONS & FEATURES



TEMPERATURES

Please refer to the GLLS Spec sheet for Ambient installation, maximum mounting surface temperature, and fixture storage temperature for PVC and Silicone light fixtures.

Aqua Neon Wave 24V is engineered to be the most reliable underwater Linear Flex profile (0.63in x 0.67in), designed to withstand the harshest aquatic environments. With unmatched durability, it provides a minimum top bend or side bend diameter of 11.81 inches (300mm), making it flexible for architectural, commercial, and industrial submersible applications. This dimmable, UL676, IP68 & IK08 rated product is available in tunable white PWM, SPI-Pixel, static white, red, green, blue, and amber and pairs seamlessly with a range of connectors, mounting profiles, and control systems for a fully customizable installation. Offering a 5-year warranty, and built to tackle water, corrosion, electricity, thermal management, and safety challenges, it ensures long-lasting performance.

MATERIAL	COLOUR	OPTIONAL CONNECTOR	CABLE		MOUNTING PROFILE	WATER TYPE					
			CABLE TYPE	CABLE LENGTH		POOL WATER					
						FRESH WATER	SEA WATER (≤ 4%)	(FREE CHLORINE ≤ 2 PPM)	(FREE CHLORINE > 2 PPM BUT ≤ 5PPM)	(O ZONE 0.3PPM)	
PVC	Static, Tunable White, SPI/ Pixel	PVC Submersible	SJTW*2~3	5m, 10m	Plastic Profile-Reinforced, Silicone Flexible						
SILICONE		Silicone Submersible	SJOW*2~3								
The light surface may develop a white, fluorescent substance, but this does not affect its function											

Location: On the water or underwater (up to 5 meters deep).

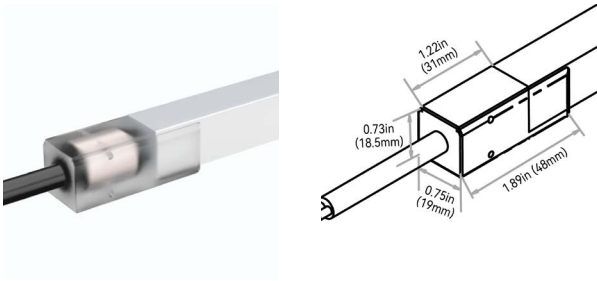
SILICONE CONNECTOR



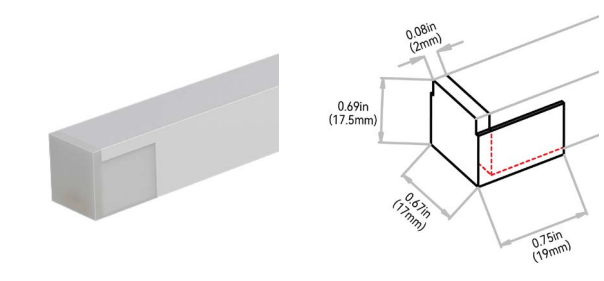
- NOTES:
- 1. Connector Tolerance $\pm 0.02\text{in}$ (0.5mm)
 - 2. Cable diameter: Static, Tunable White & SPI Silicone = 0.26in (6.5mm)
 - 3. Do not apply force to the feed cable
 - 4. Ensure Max. Cable Lengths are followed according to wire gage to avoid voltage drop
 - 5. Silicone Submersible UL676 Connectors - Top bending fixture not available for Tunable White

IP68; extremely durable, underwater, UL676 rated. Recommended for; long-term submersed in wet environments up to the depth of 16.40ft (5m) (water is skin safe for extended periods); high temperature and humidity environments (mounting surface temperature $<140^{\circ}\text{F}$ (60°C)); custom predetermined lengths and larger connector; harsh working conditions & increased handling forces during installation. Custom factory assembly.

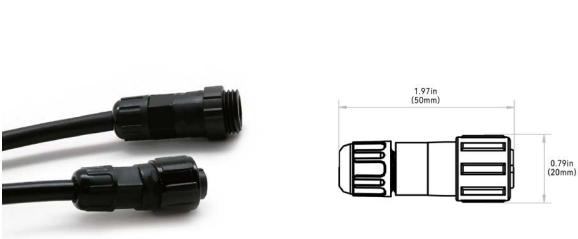
END EXIT: 4-A-#



END CAP: 4-I-8

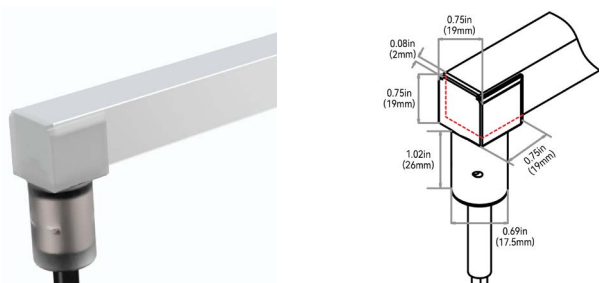


SCREW LOCK CONNECTOR ACCESSORY - IP67

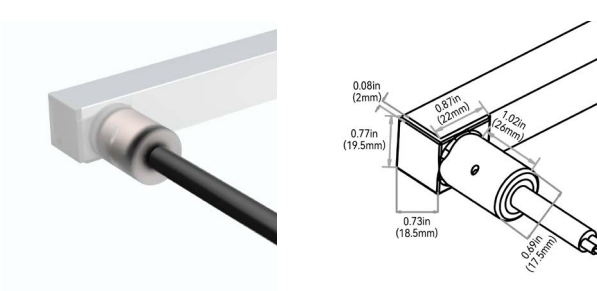


NOTE: The tolerance is $\pm 0.08\text{in}$ (2mm).

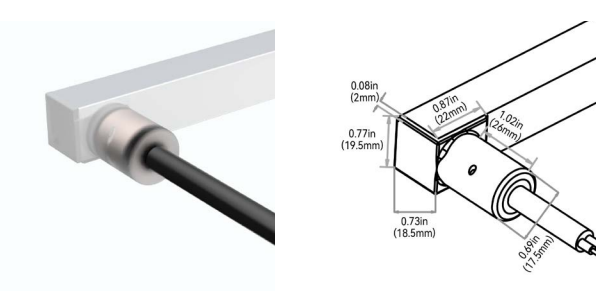
BOTTOM EXIT: 4-B-#



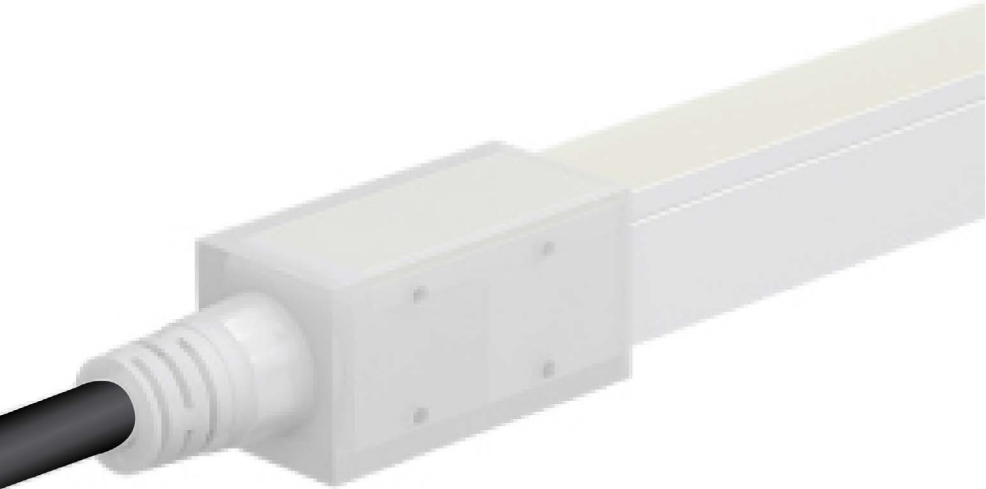
SIDE LEFT EXIT: 4-C-#



SIDE RIGHT EXIT: 4-D-#



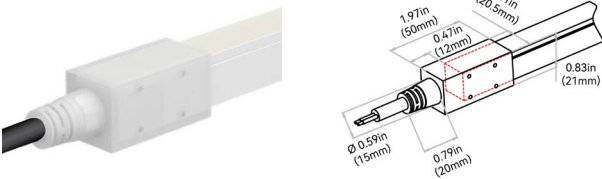
PVC CONNECTOR



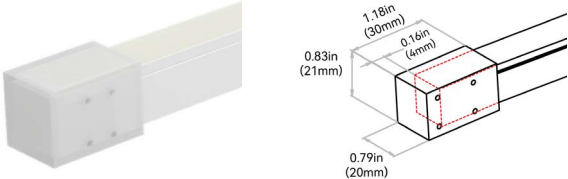
- NOTES:
- 1. Connector Tolerance $\pm 0.02\text{in}$ (0.5mm)
 - 2. Cable diameter: Static, Tunable & SPI PVC = 0.24in (6mm)
 - 3. Do not apply force to the feed cable
 - 4. Ensure Max. Cable Lengths are followed according to wire gage to avoid voltage drop

IP68; extremely durable, underwater, UL676 rated. Recommended for; long-term submersed in wet environments up to the depth of 16.40ft (5m) (water is skin safe for extended periods); high temperature and humidity environments (mounting surface temperature $<140^{\circ}\text{F}$ (60°C)); custom predetermined lengths and larger connector; harsh working conditions & increased handling forces during installation. Custom factory assembly.

END EXIT: 4-A-#



END CAP: 4-I-8

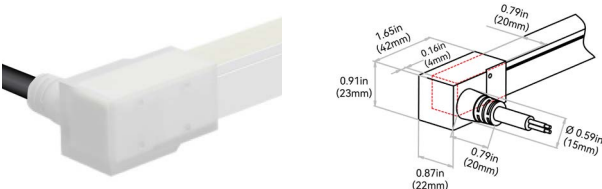


SCREW LOCK CONNECTOR ACCESSORY - IP67

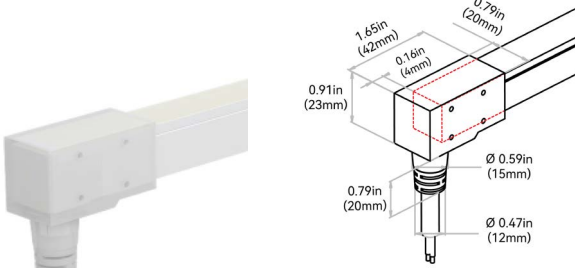


NOTE: The tolerance is $\pm 0.08\text{in}$ (2mm).

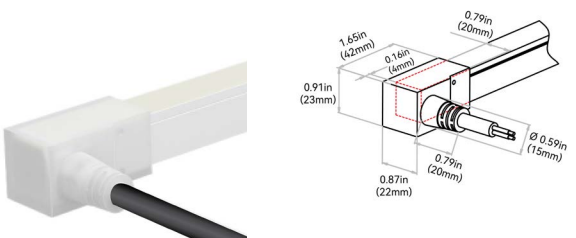
SIDE LEFT EXIT: 4-C-#



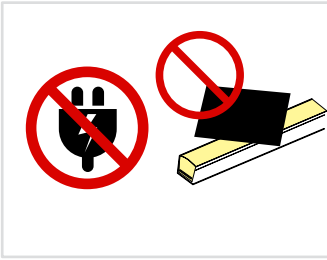
BOTTOM EXIT: 4-B-#



SIDE RIGHT EXIT: 4-D-#



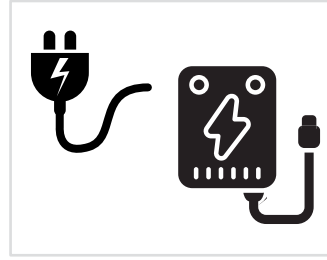
FIXTURE PRECAUTION



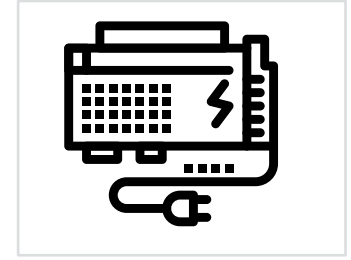
Turn off power during installation and avoid covering the light fixture while lit.



Only qualified personnel maintenance work.



Use appropriate power cables and converters to prevent flickering.



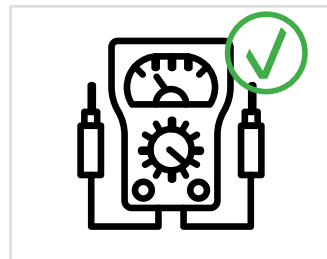
Use only recommended Power Unit.



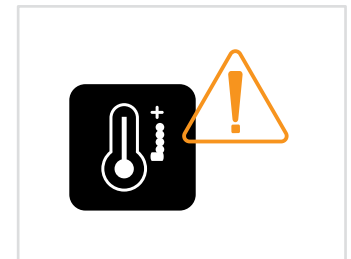
Cut the Vivid Linear Flex Light only at the identification mark using special cutting tools.



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



Test connections with a multi-meter



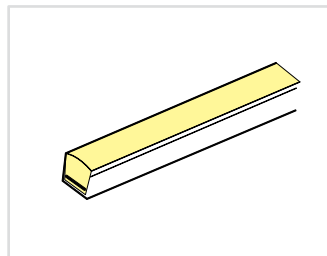
Avoid installing in small, confined spaces warmer than -40°F ~131°F (-40°C ~ 55°C)



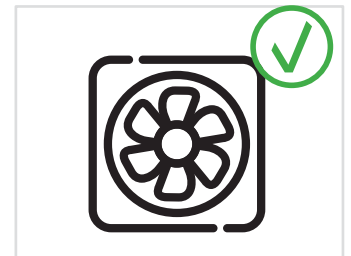
Install the product out of reach of children.



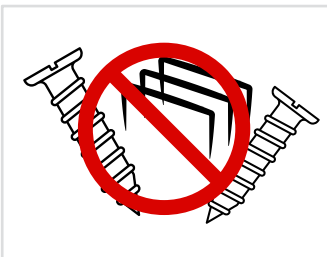
Do not exceed specified voltage. Failure to do so will result in LED life degradation.



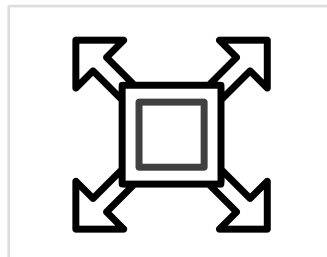
Replace the entire fixture when the light source reaches the end of life.



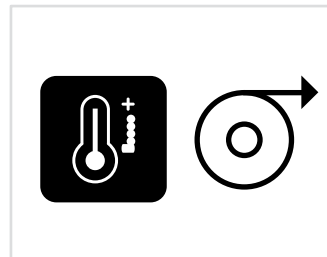
Assemble with proper ventilation and avoid assembly on vibrating surfaces.



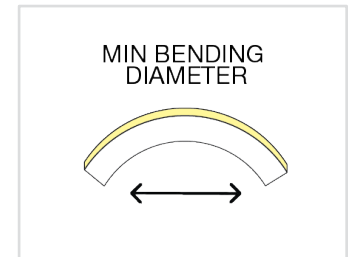
Use suitable fixing materials for installation.



Allow space for expansion in aluminum channels.



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



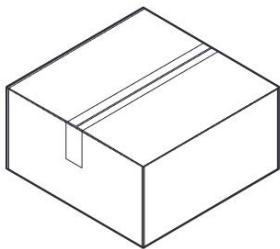
Do not over bend & avoid bending at the first unit of light and connector. Damage to components can result.

UNPACKING THE FIXTURE KIT



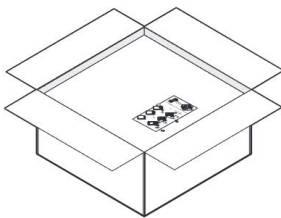
STEP 1:

Place box on a sturdy, level surface.



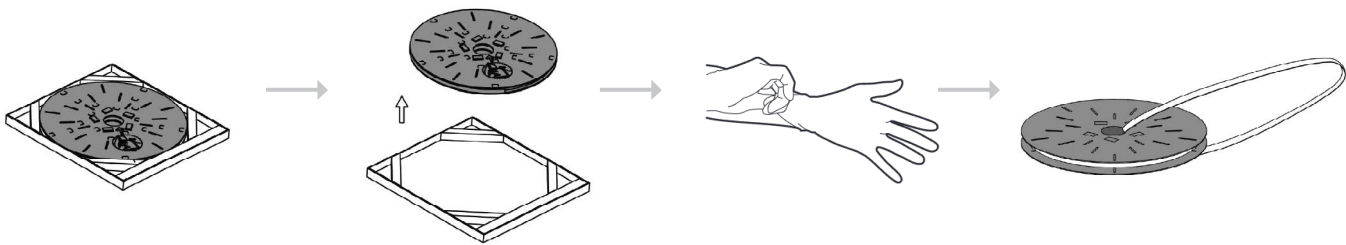
STEP 2:

Cut the tape and open the box.



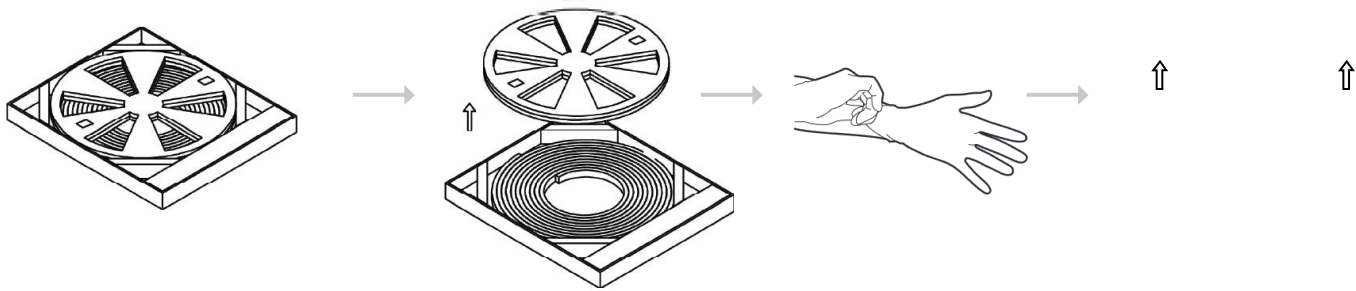
STEP 3: FOR A SINGLE FIXTURE

- 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.

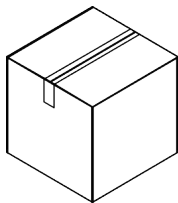


UNPACKING THE REEL



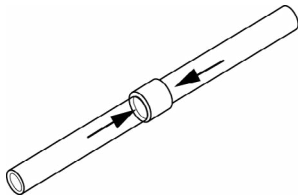
STEP 1:

Place box on a sturdy, level surface.



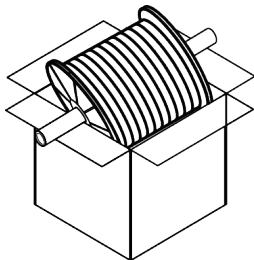
STEP 3:

Assemble the support tubing with coupling.



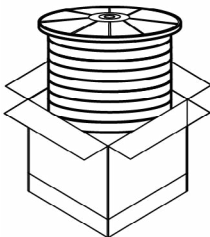
STEP 5:

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



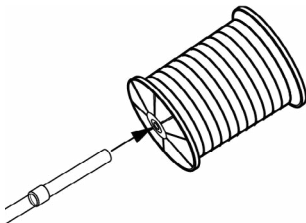
STEP 2:

Lift the spool out of the box.



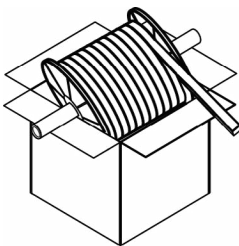
STEP 4:

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

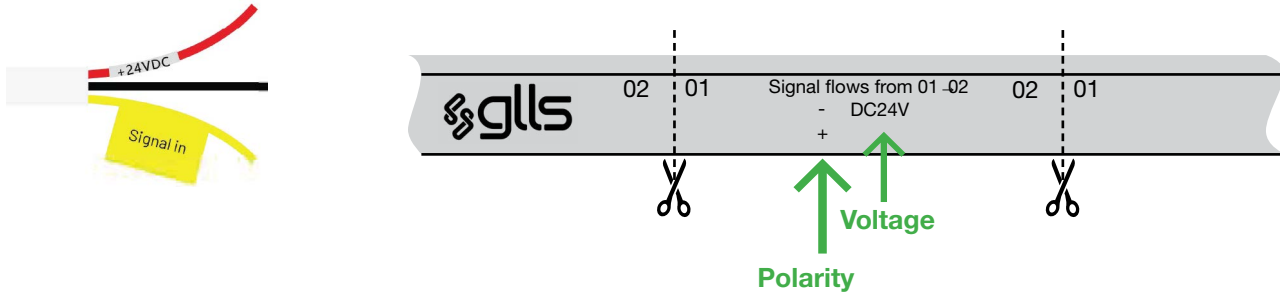
Do not bend or twist the fixture. Two people should unroll the reel to avoid pulling on the fixture and damaging the pcb



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

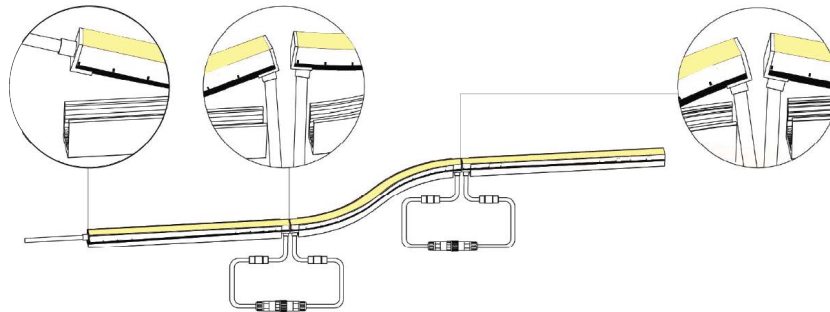
For pixel products, confirm polarity and signal direction using the markings on the cable.

- 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.

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

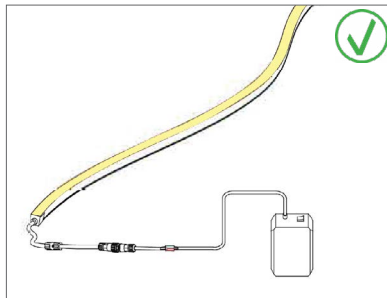
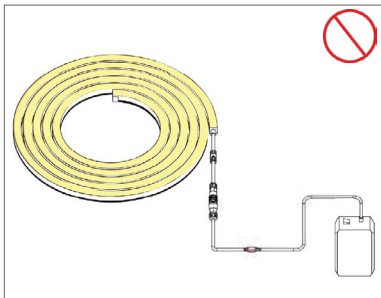
STEP 3: CONNECT SPI LIGHTS IN SERIES PROPERLY

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

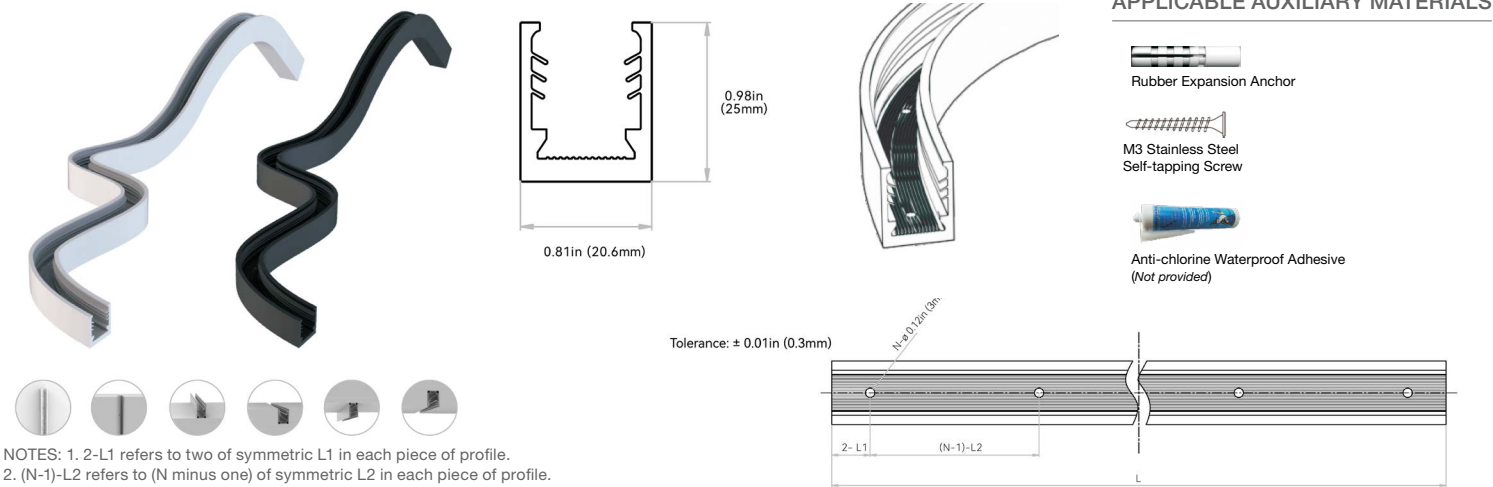
Do not light up coiled product longer than 30 minutes or overheating will occur. For extended periods of light testing, uncoil the product to allow for proper heat dissipation.

MOUNTING PROFILES



SILICONE PROFILE - FLEXIBLE

An all-in-one mounting profile designed to unleash your creativity. This profile not only provides flexibility in installation methods, but also overcomes bending limitations by offering both top and side bending in a single profile. Fully encapsulated in UL-certified silicone, it excels in UV, weather, and corrosion resistance, making it suitable for underwater, high and low temperature environments. Elegant and square in appearance, it is available in black or white standard colors, or bespoke colors to blend in with the background. Supported by innovative serrated silicone fins, its clamping strength is strong enough to secure any installation method. Please refer to install manual for proper installation practices. Side and top bending. Please refer to install manual for proper installation practices.

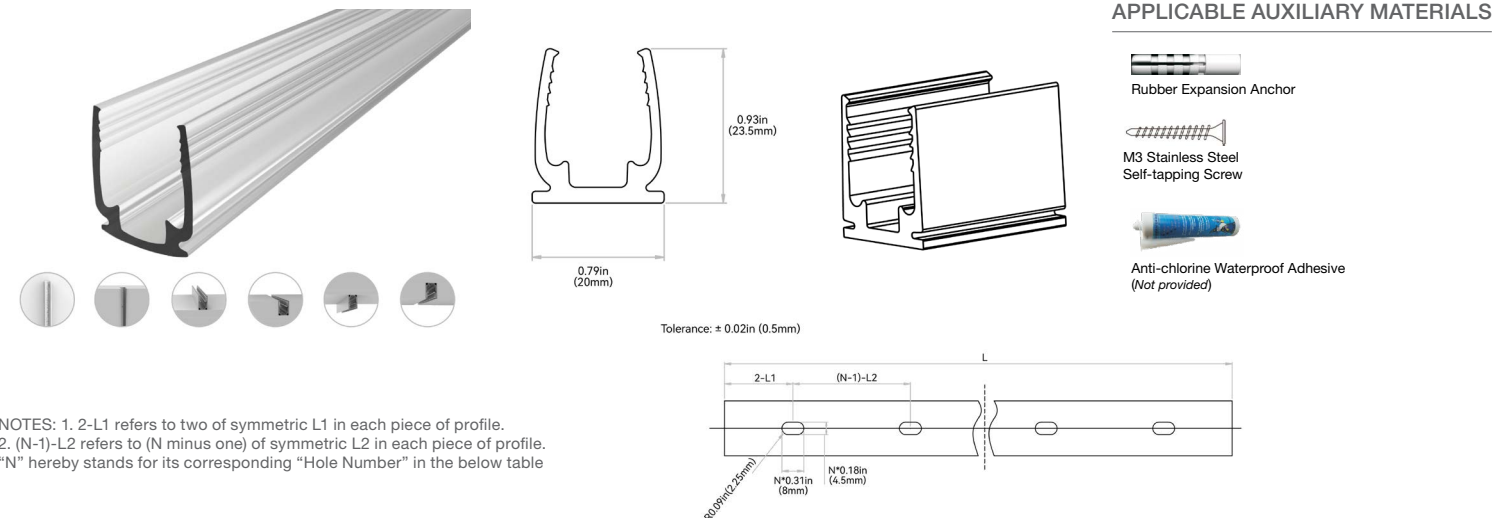


NOTES: 1. 2-L1 refers to two of symmetric L1 in each piece of profile.
2. (N-1)-L2 refers to (N minus one) of symmetric L2 in each piece of profile.
"N" hereby stands for its corresponding "Hole Number" in the below table

ORDER CODE	LEGACY ORDER CODE: WHITE	LEGACY ORDER CODE: BLACK	STANDARD LENGTH	L1	L2	SLOTTED HOLE	HOLE #
C1-F-F-X	CH16FAN5C5SEW	CH16FAN5C5SEB	2.16in (55mm)	0.49in (12.5mm)	1.18in (30mm)	Ø 0.12in (3mm)	2
C1-B-F-X	CH16FAN1C1SEW	CH16FAN1C1SEB	4.33in (110mm)	0.46in (11.6mm)	3.48in (88.4mm)	Ø 0.12in (3mm)	2
C1-C-F-X	CH16FAN0M2SEW	CH16FAN0M2SEB	7.87in (200mm)	0.46in (11.6mm)	3.48in (88.4mm)	Ø 0.12in (3mm)	3
C1-3-F-X	CH16FAN0M5SEW	CH16FAN0M5SEB	19.68in (500mm)	1.14in (29mm)	3.48in (88.4mm)	Ø 0.12in (3mm)	6
C1-5-F-X	CH16FAN01MSEW	CH16FAN01MSEB	39.37in (1000mm)	0.54in (13.8mm)	3.48in (88.4mm)	Ø 0.12in (3mm)	12

PLASTIC PROFILE - REINFORCED

High Quality rigid plastic designed to securely hold fixtures. Recommended for use in extreme environments susceptible to increased water/humidity (SPA's and pools). Please refer to install manual for proper installation practices.



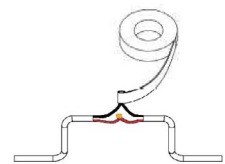
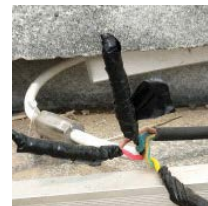
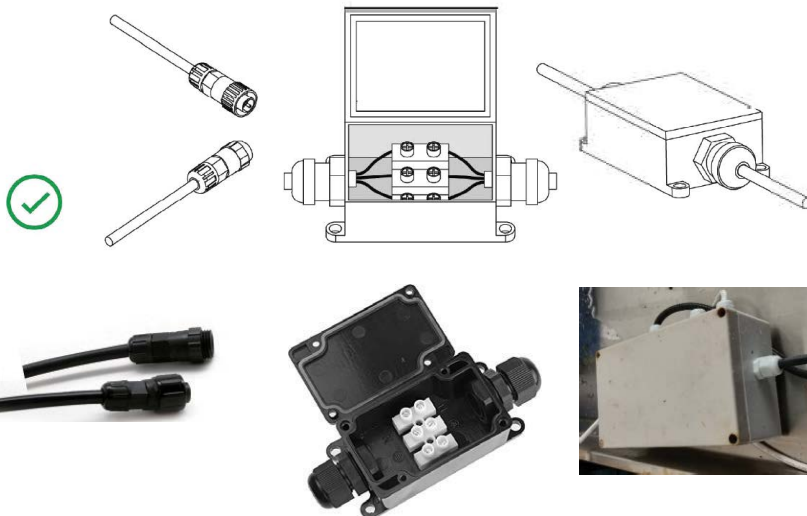
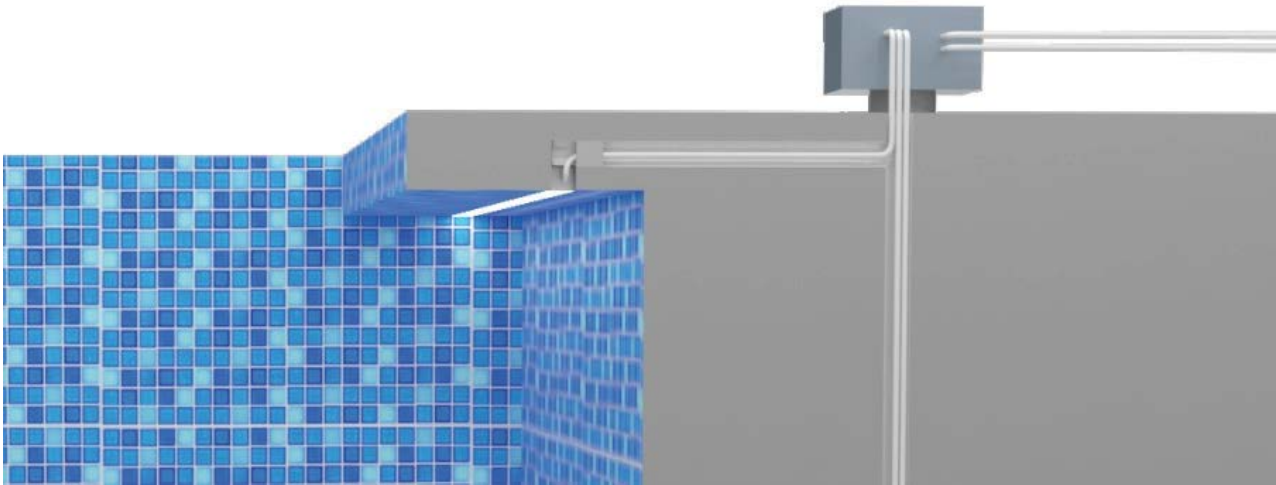
NOTES: 1. 2-L1 refers to two of symmetric L1 in each piece of profile.
2. (N-1)-L2 refers to (N minus one) of symmetric L2 in each piece of profile.
"N" hereby stands for its corresponding "Hole Number" in the below table

ORDER CODE	LEGACY ORDER CODE	STANDARD LENGTH	L1	L2	SLOTTED HOLE	HOLE #
P1-2-F-1	CL16RTP3C5SD	1.38in (35mm)	0.69in (17.5mm)	N/A	0.18"0.31in (4.5"8mm)	1
P1-3-F-1	CH16RTP0M5SD	19.68in (500mm)	1.97in (50mm)	7.87in (200mm)	0.18"0.31in (4.5"8mm)	3
P1-5-F-1	CH16RTP01MSD	39.37in (1000mm)	3.93in (100mm)	7.87in (200mm)	0.18"0.31in (4.5"8mm)	5
P1-6-F-1	CH16RTP02MSD	78.74in (2000mm)	3.93in (100mm)	7.87in (200mm)	0.18"0.31in (4.5"8mm)	10



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.



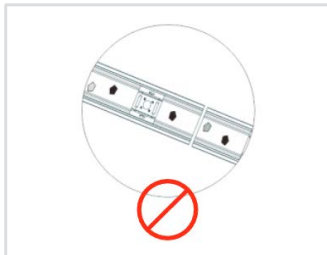
Do not submerge ferrules in water during underwater applications. Do not remove ferrules to avoid damage to light & ensure warranty remains intact.



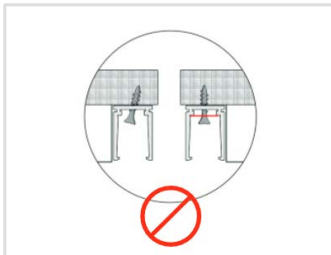
Do not install fixtures with damaged lead wires or accessories. Water ingress can result.



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.



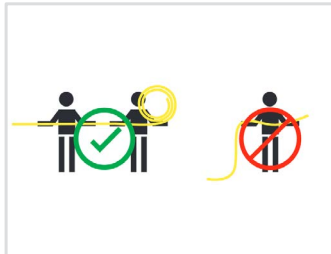
Avoid angular misalignment



Avoid parallel vertical & horizontal misalignment



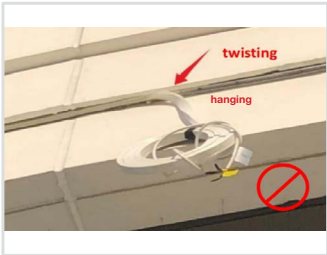
When installing lights in parallel, keep at least 10 cm between them. If they are too close, overheating may occur and could damage the housing material and electronic components.



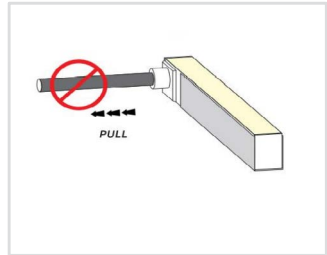
Repeated installation and removal can weaken the PCB. Two people are required for any fixture install longer than 6.5ft (2m). Damage to components can result.



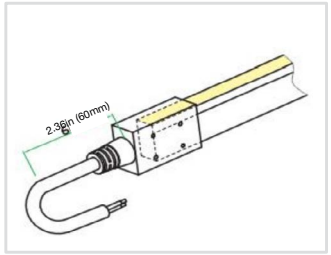
Do not join mounting profile in the same location as the wall joints. The expansion and contraction of the building surface will pull the lighting connection apart. Damage to components can result.



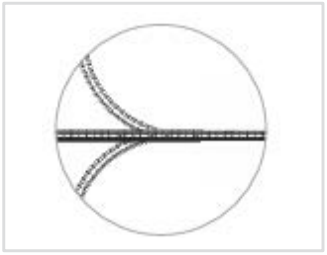
Do not allow light fixture to hang or twist while installing into mounting profile. Improper handling could lead to damage to the internal PCB of the fixture.



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.



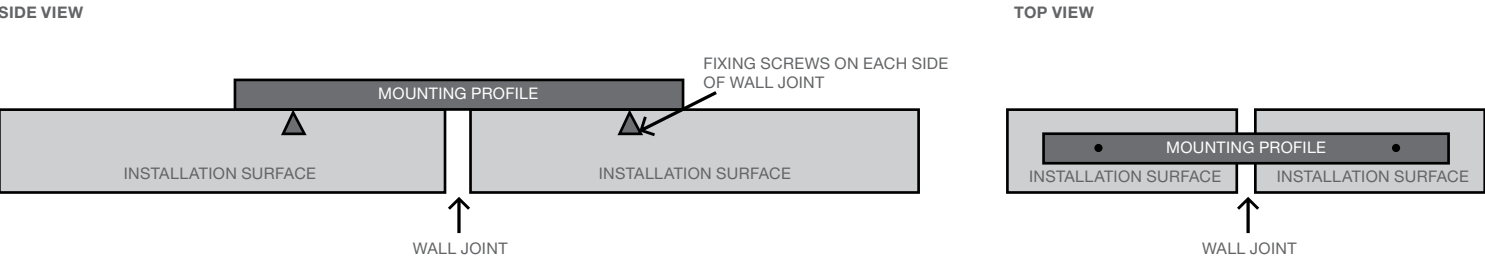
MOUNTING HARDWARE



General Installation Instructions

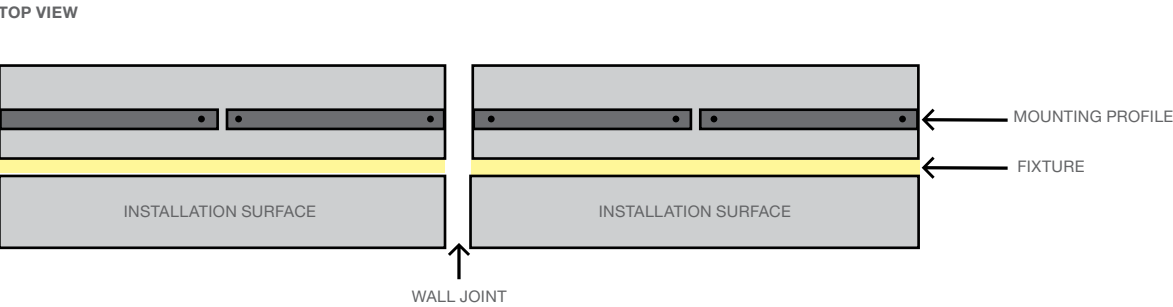
SOLUTION 1:

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

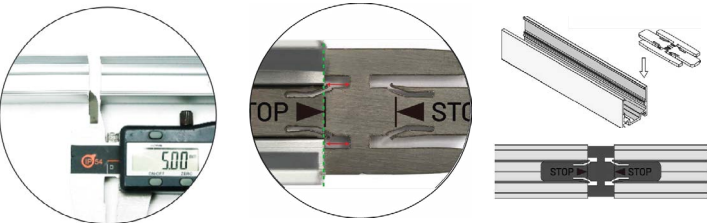


SOLUTION 2:

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



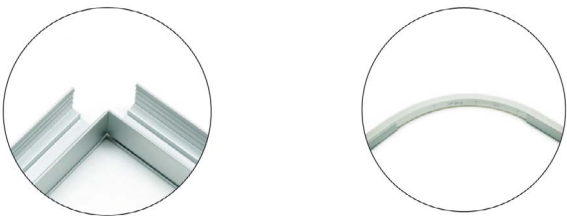
FOR A STRAIGHT LINE



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.

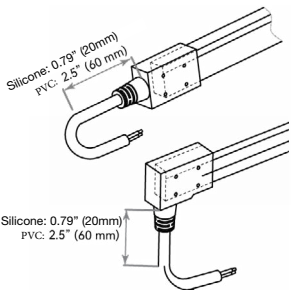
FOR RIGHT ANGLE



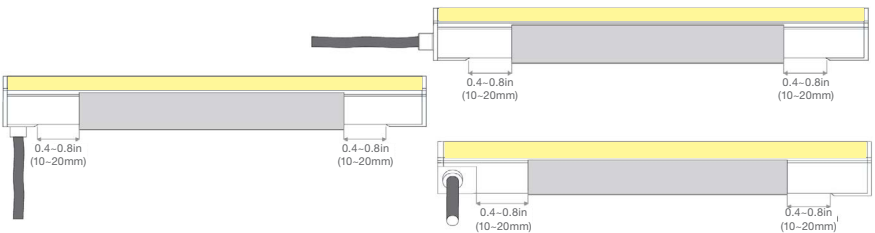
Only join mounting profile at an angle if the fixtures can also be joined at an angle.

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.

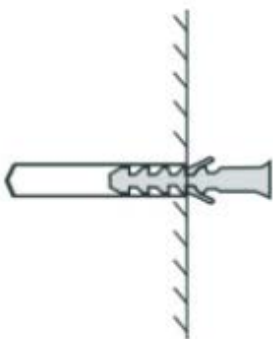


MOUNTING HARDWARE

Installation Instructions Continued

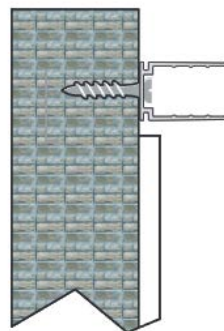
STEP 1:

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



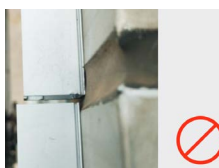
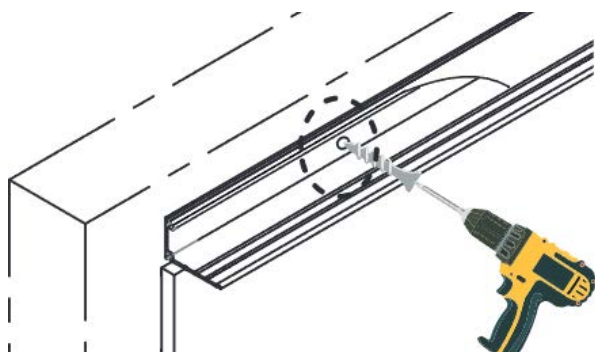
STEP 2:

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



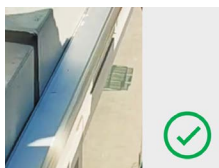
STEP 3:

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



CAUTION

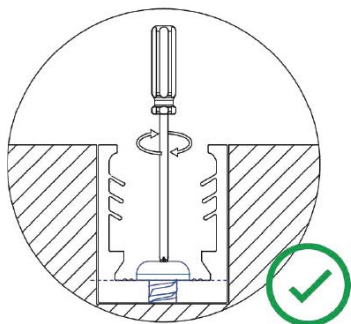
Do not join mounting hardware in the same location as the wall joints. The expansion and contraction of the building surface will pull the lighting connection apart. Damage to components can result.



CAUTION

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

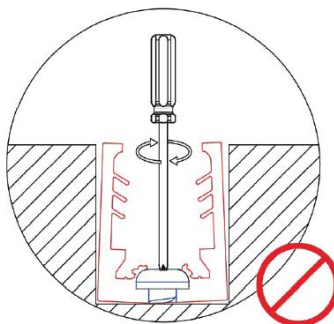
FOR SILICONE FLEXIBLE



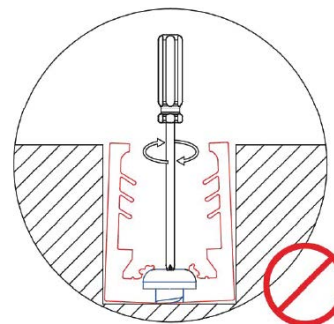
Make sure the screw is properly driven in place.

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

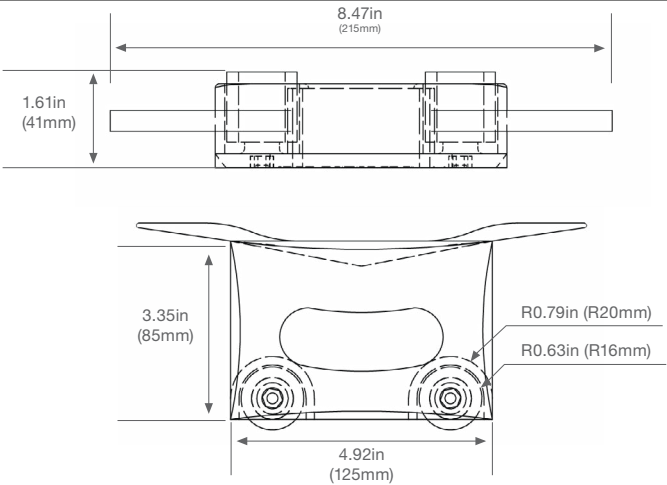
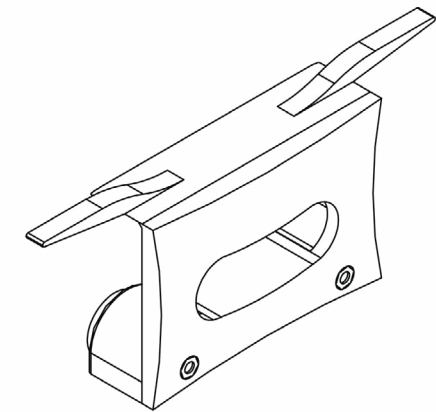
If it is too hard to install the light into the mounting profile, do not force. Contact us immediately.

⚠ CAUTION

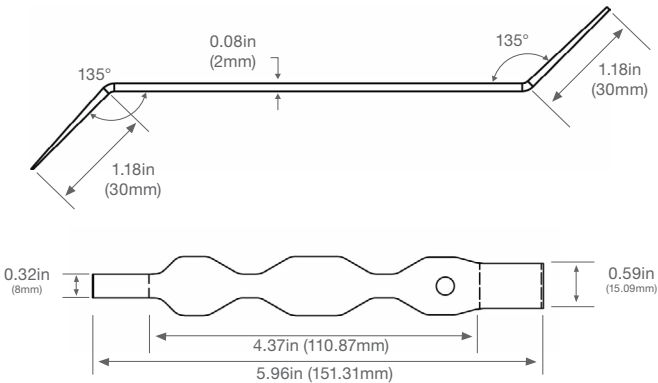
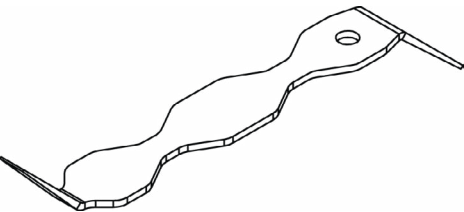
It's not recommended to install the light repeatedly, otherwise the light inside may be damaged.

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 ingress.

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 ingress.



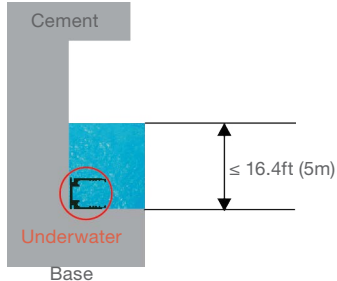
UL676 PRODUCT INSTALLATION



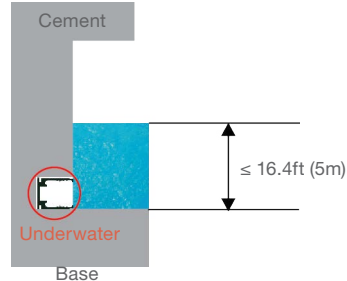
INSTALLATION POSITION

Surface and Embedded Installation

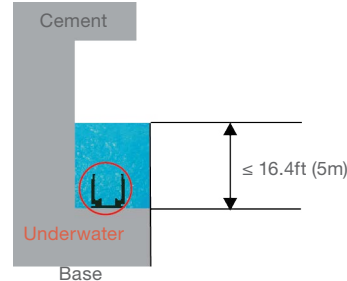
Note: Lights must be installed underwater and positioned within 16.4ft (5m) of the power source. For underwater applications, the max water temperature is 95°F (35°C).



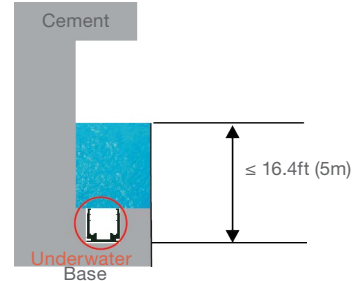
a. Side Surface Installation



b. Side Embedded Installation



c. Bottom Surface Installation



d. Bottom Embedded Installation

INSTALLATION SURFACE REQUIREMENT

The installation surface must be hard and flat, such as cement, brick, marble, ceramic tile, or mosaic tile. For embedded installations, the bottom of the slot where the profiles are fixed must also be level.

BASIC CONSTRUCTION GUIDELINES

When installing pool lights:

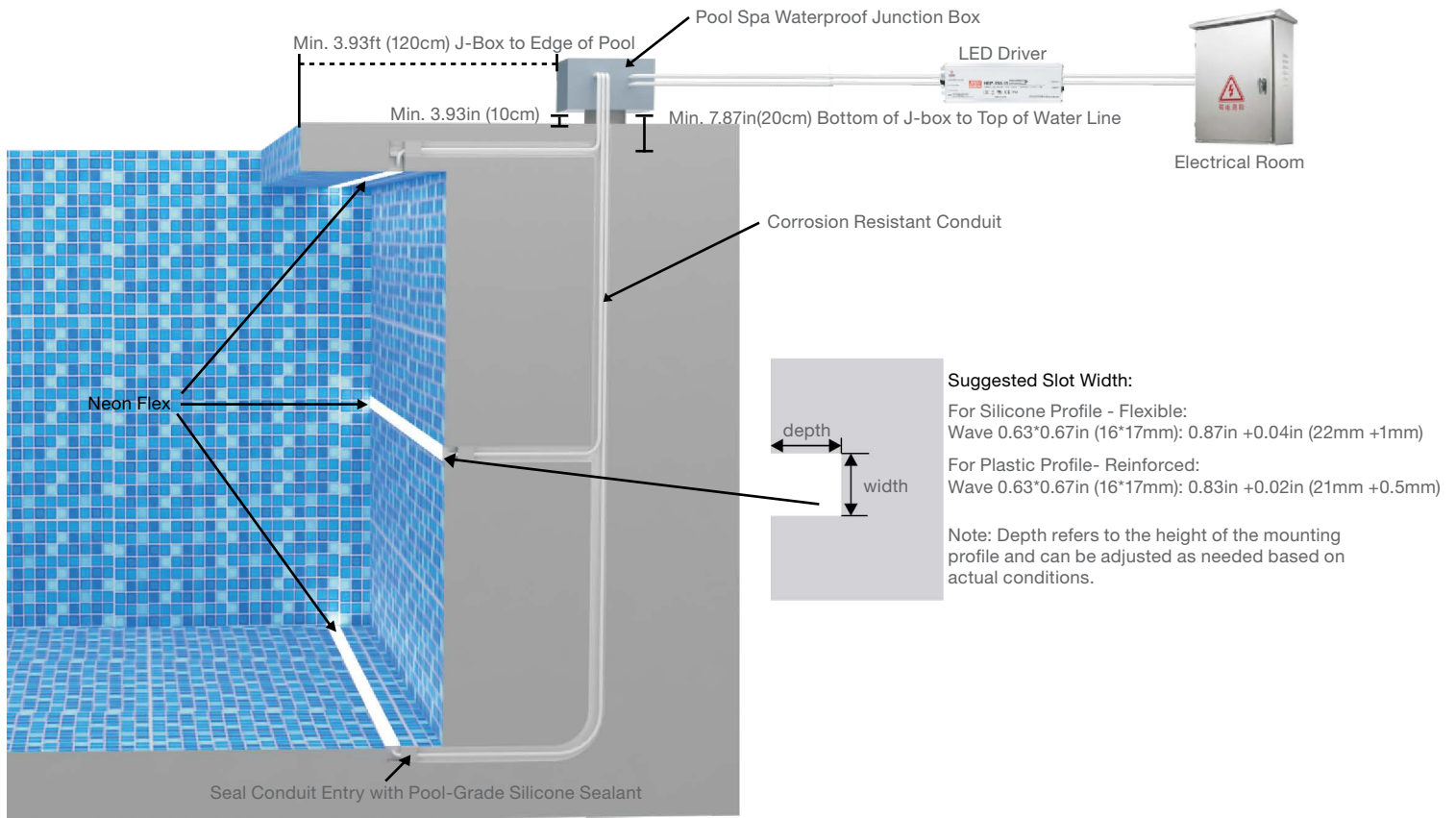
- Place the bottom of the junction box at least 3.93in (10cm) above the pool floor.
- Maintain a minimum of 7.87in (20cm) clearance below the water surface.
- Keep at least 3.93ft (120cm) horizontal clearance from the pool edge.

Requirements:

1. Always use a waterproof junction box for all cable connections, whether linking LED neon flex or connecting to the driver.
2. Run cables inside a conduit, and seal both ends and any openings with resin or silicone to prevent water or debris from entering.
3. For underwater installations, use only one cable per conduit whenever possible to make installation and maintenance easier.
4. Use a pull wire to guide the cable through the conduit. Once installed, seal both ends with epoxy or silicone to prevent
5. water ingress.



UL676 PRODUCT INSTALLATION

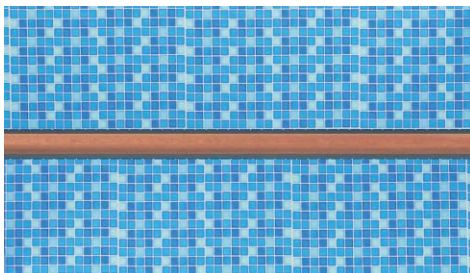


You can choose either surface or embedded installation. Embedded installation is recommended for better swimmer safety and improved light protection. When embedding, dig a slot in the installation surface.

- Notes:
1. Complete all groundwork first, including the junction box, switch installation, cable bushings, and slot cutting before installing the lights.
 2. Only use an isolated low-voltage power supply with an ungrounded output rated for pool use.

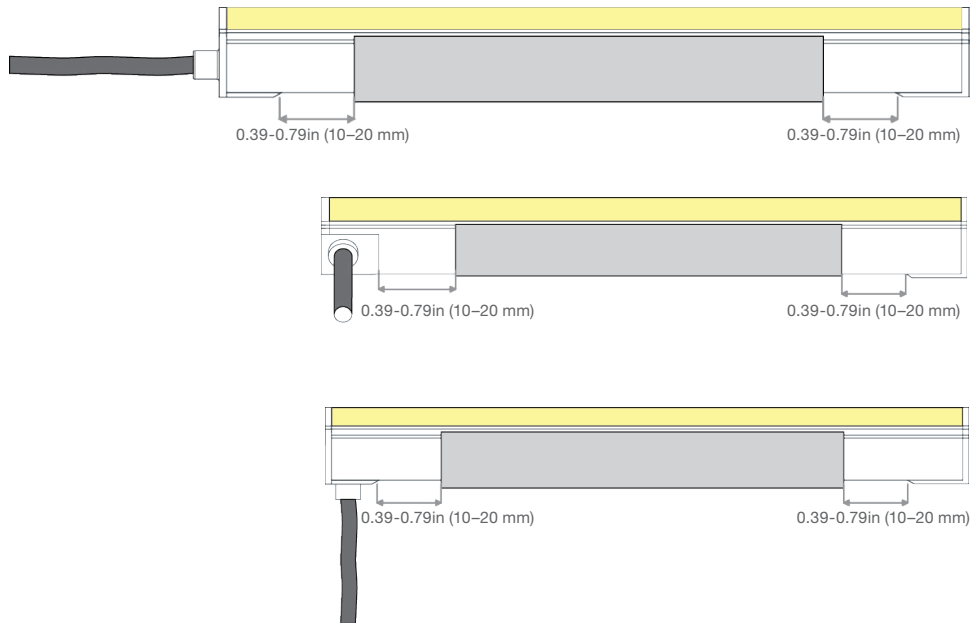
TIPS FOR SLOTTING

1. Measure the profile and make the slot about 0.04-0.07in (1-2 mm) larger than the profile's dimension.
2. After the slot is cut, place a temporary insert inside (such as a wooden frame, a filler strip, or a cover). This ensures that during the rest of the pool construction process, the slot keeps its proper size and the strip is not damaged.



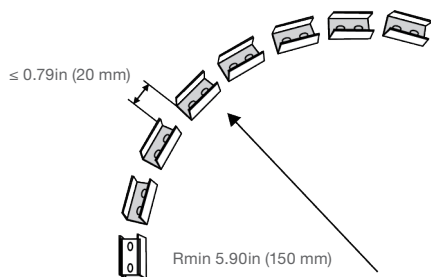
CONNECTOR PLACEMENT

Always keep a 0.39-0.79in (10-20 mm) gap between each connector and the profile. This prevents damage caused by expansion, contraction, or movement of the profile, which could otherwise lead to water leaks or product failure.

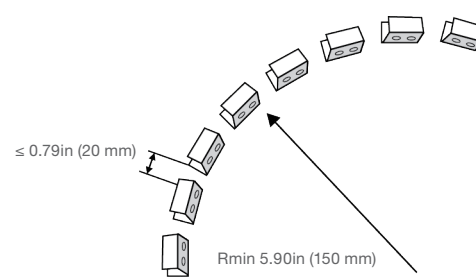


CURVE INSTALLATION

1. Arrange the short 1.38in (35mm) plastic profiles on the mounting surface to form the required curve. Secure them with screws or adhesive.
2. Insert the light into the plastic profiles to complete the installation.



Plastic Profile Side Joint



Plastic Profile Top Joint

Cautions:

1. Do not bend the lights to a diameter smaller than 11.81in (300mm).
2. Only bend the light in the direction indicated on the light body.
3. Keep at least 0.79in (20mm) of space between adjacent 1.38in (35mm) mounting profiles.
4. Only use factory-standard 1.38in (35mm) profiles. Cutting them on-site can create sharp edges that may damage the light or cause injury.
5. Ambient install temperatures for PVC profiles must be above 32°F (0°C) & ≥ -40°F (-40°C) for Silicone profiles, or the light may be damaged when unpacking or bending in the cold.

UL676 PRODUCT INSTALLATION



Mounting Instructions

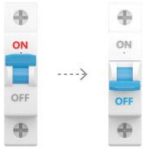
METHOD 1: SCREW FIXATION

Advantages: Provides a secure installation, resists loosening, and uses inexpensive materials.

Disadvantages: Requires professional tools and skilled installers. The process is more complicated.

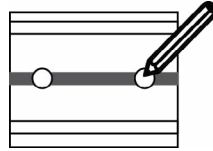
STEP 1: POWER OFF

Turn off the power supply for the lights to prevent electrical shock or accidents. Keep the power off for the entire installation process.



STEP 2: MARK DRILL POINTS

Mark hole positions on the mounting surface using the plastic profile, spacing them 7.87in (200mm) apart.



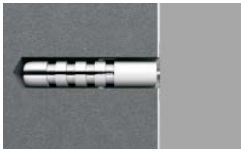
STEP 3: DRILL HOLES

Drill holes with a Ø0.24in (6mm) percussion bit to a depth of 1.38in (35mm), keeping the drill vertical.



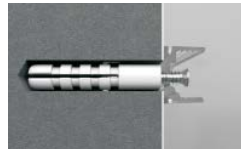
STEP 4: INSERT EXPANSION BOLTS

Insert the Ø6×1.81in (30mm) rubber expansion bolts into the holes.



STEP 5: SECURE THE PROFILE

Fix the plastic profile in place with M4×1.81in (30mm) mm stainless steel screws.



STEP 6: INSTALL THE LIGHT

Unpack the light and press it into the plastic profile from one end to the other, ensuring the lighting surface faces outward.



STEP 7: CONNECT WIRING

Connect the light to the power supply or controller/dimmer.



STEP 8: CHECK WIRING

Verify all wiring against the provided wiring diagram.

STEP 9: TEST THE LIGHTS

Turn on the switch to check that the lights are working properly.

STEP 10: FINAL CHECK

Once confirmed, clean the site. Under professional supervision, refill the pool to its normal water level. Cycle the lights and controller 3–5 times to confirm proper operation.



UL676 PRODUCT INSTALLATION

Mounting Instructions

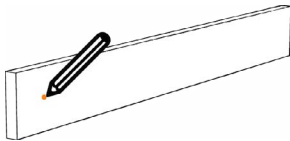
METHOD 2: ADHESIVE FIXATION

Advantages: No special tools needed, easy and straightforward installation.

Disadvantages: Adhesive is more expensive and may weaken or loosen over time.

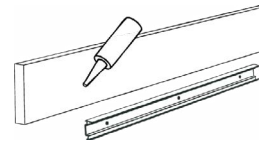
STEP 1:

Mark the position where the profile should be installed to the base, then clean any debris from both the base and the bottom of the plastic profile.



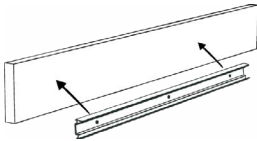
STEP 2:

Apply the anti-chlorine waterproof adhesive evenly to the marked surface and the bottom of the plastic profile.



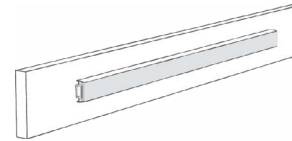
STEP 3:

Press the profile onto the base with the adhesive, and wait for 24 hours until the profile is completely bonded to the base.



STEP 4:

Insert the fixture into the slot of the plastic profile, pressing it in from one end to the other with your palm in an orderly manner.



FIXTURE INSTALLATION



OPTION 1: APPLICABLE TO ALL FIXTURES

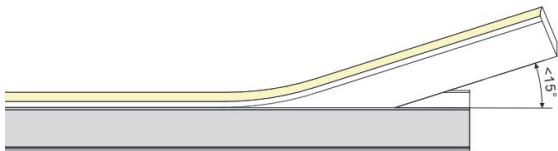
STEP 1:

Ensure that 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 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.



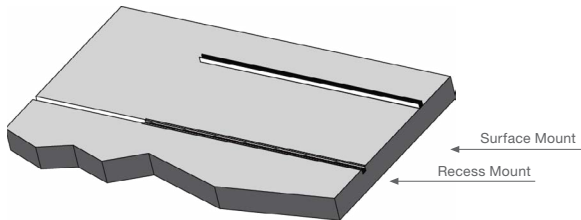
CAUTION

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.

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

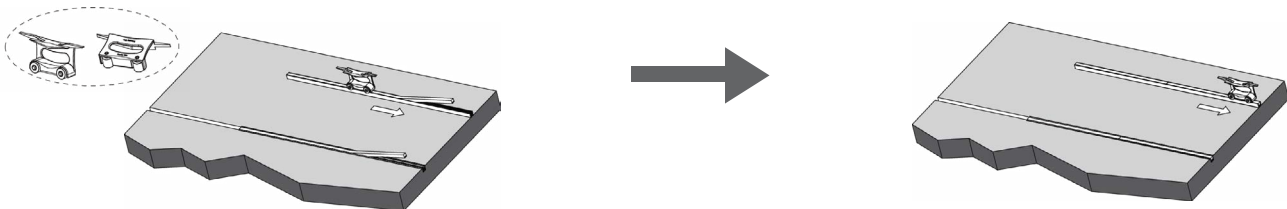
STEP 1:

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



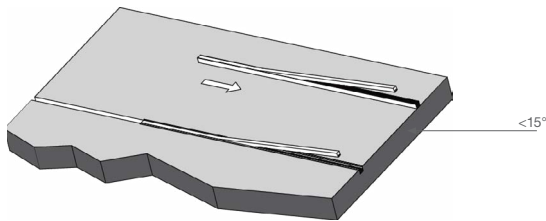
STEP 3:

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.



STEP 2:

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

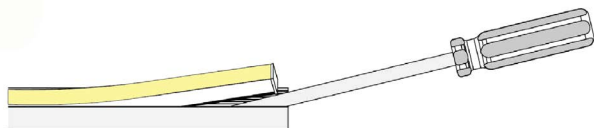


FIXTURE REMOVAL

OPTION 1: APPLICABLE TO ALL FIXTURES

STEP 1:

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



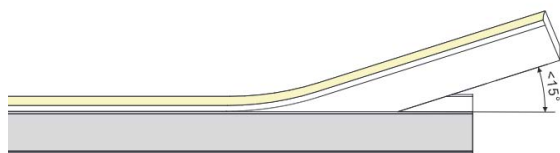
STEP 2:

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 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.



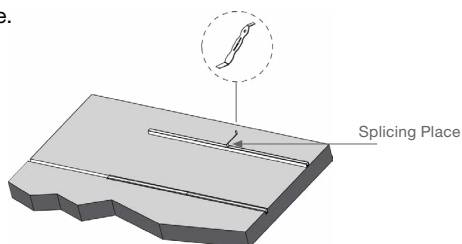
⚠ CAUTION

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.

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

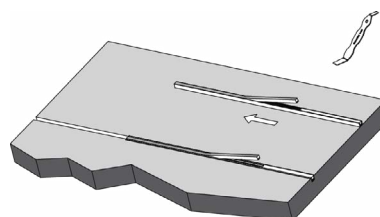
STEP 1:

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



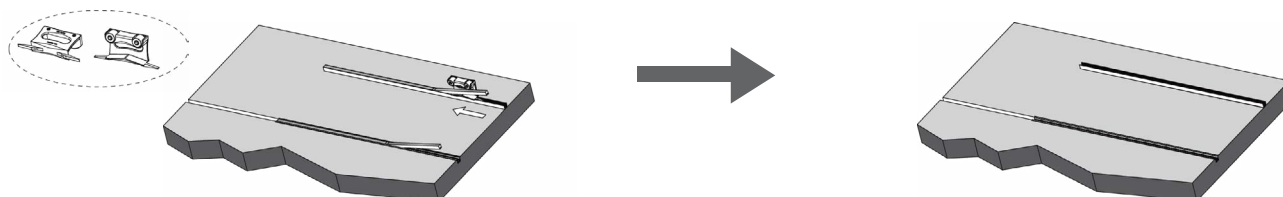
STEP 2:

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



STEP 3:

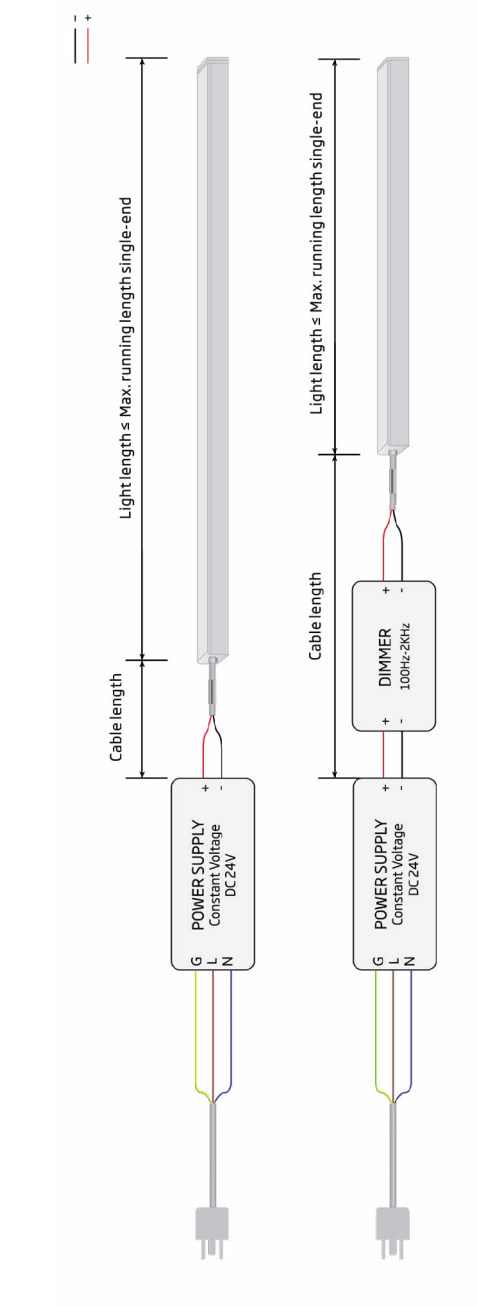
Insert the demounting glider to the bottom of light and glide along the profile to unclench the entire light. Do NOT twist or overbend the light in the process.



STATIC WIRING DIAGRAM



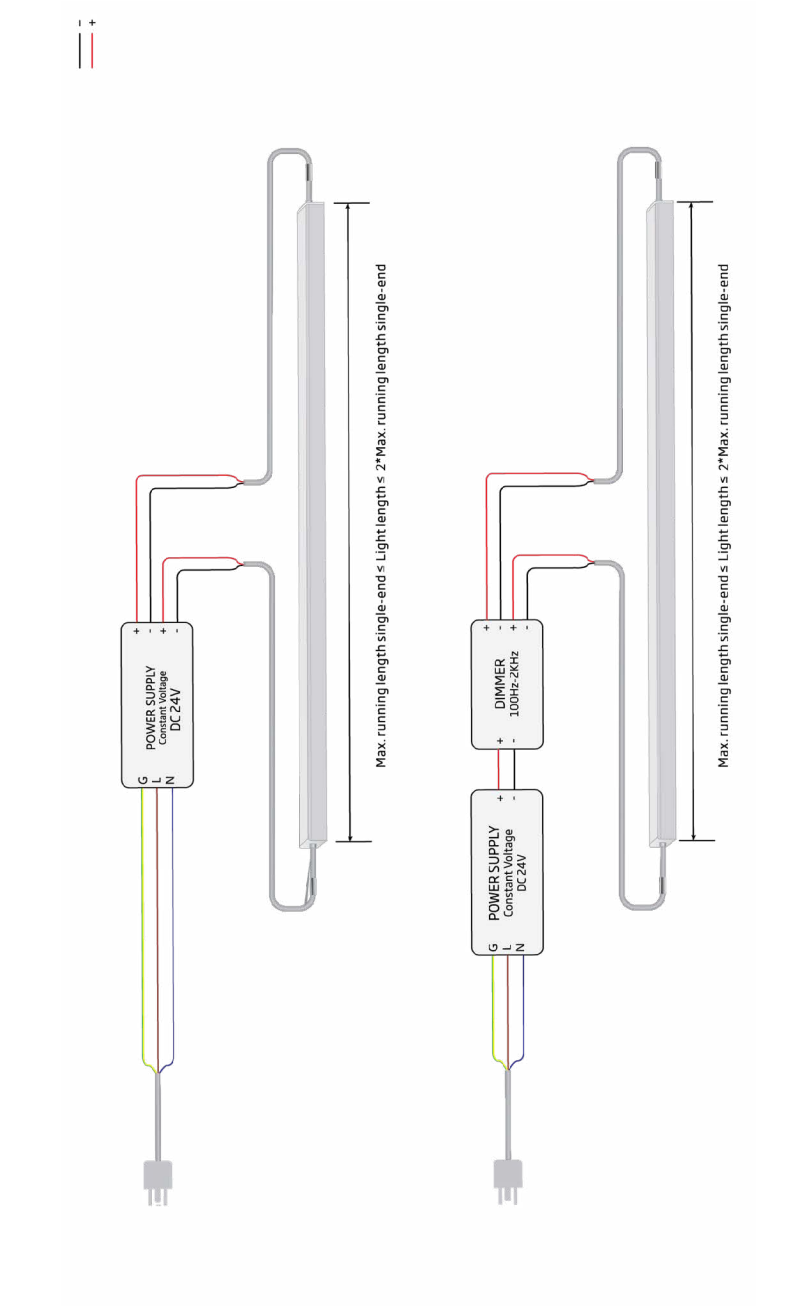
SINGLE-END FEED



⚠ CAUTION

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

DOUBLE-END FEED



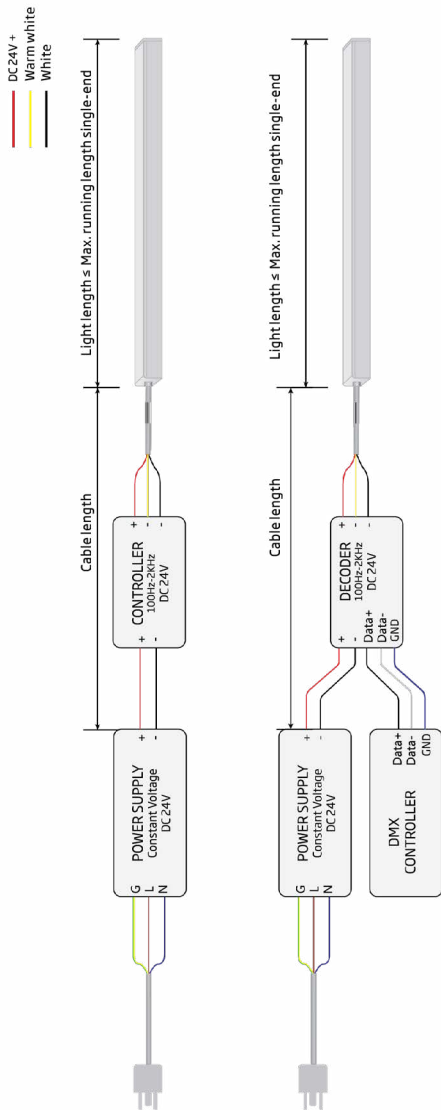
⚠ CAUTION

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.

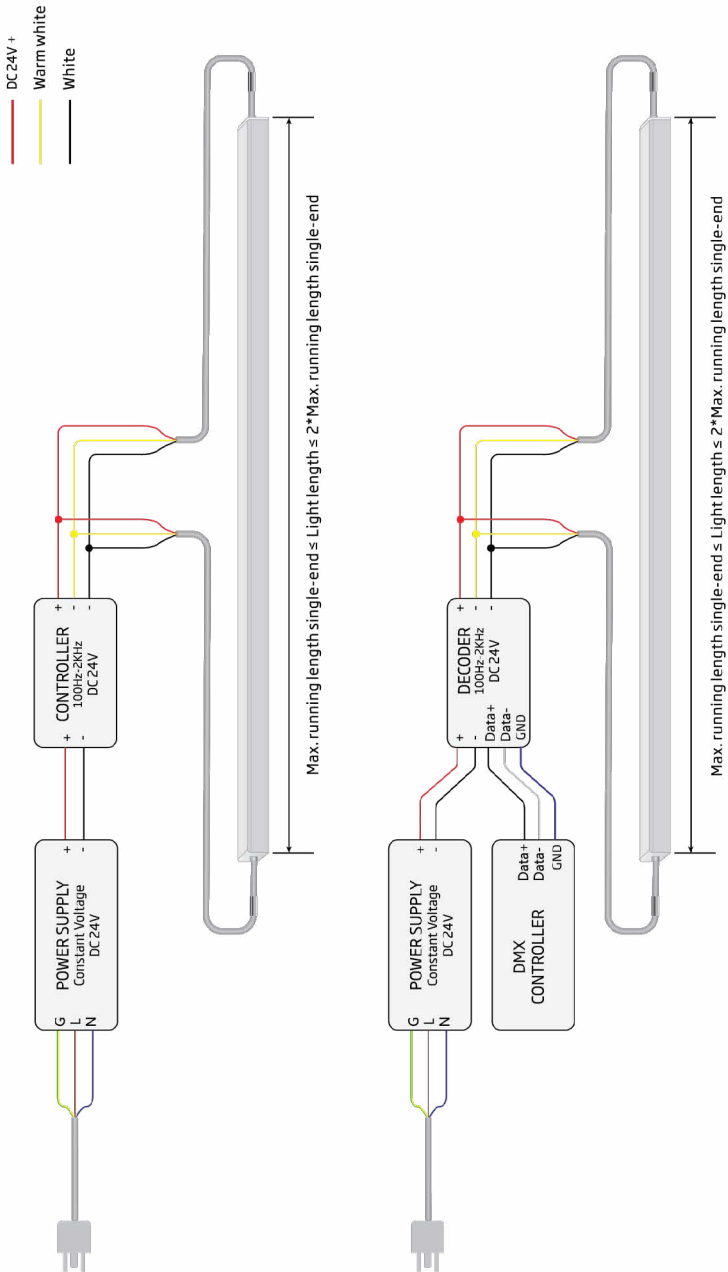
TUNABLE WHITE WIRING DIAGRAM



SINGLE-END FEED



DOUBLE-END FEED



⚠ CAUTION

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

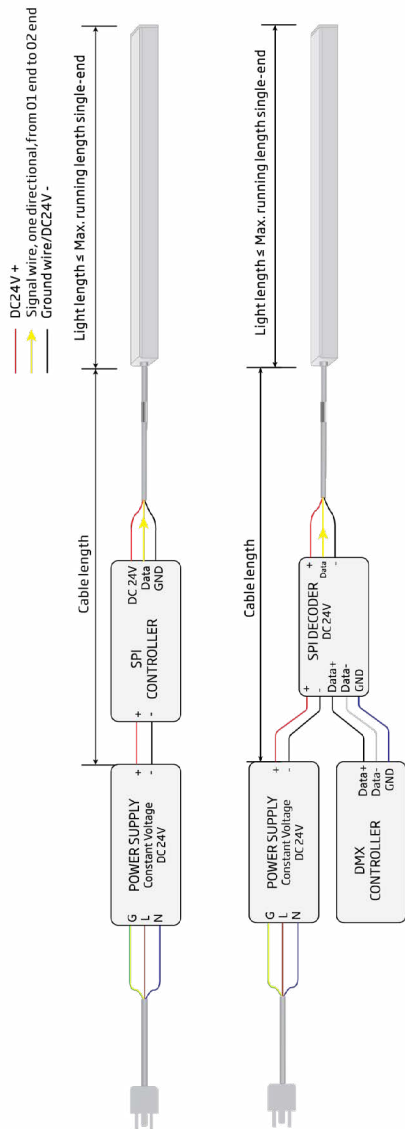
⚠ CAUTION

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.

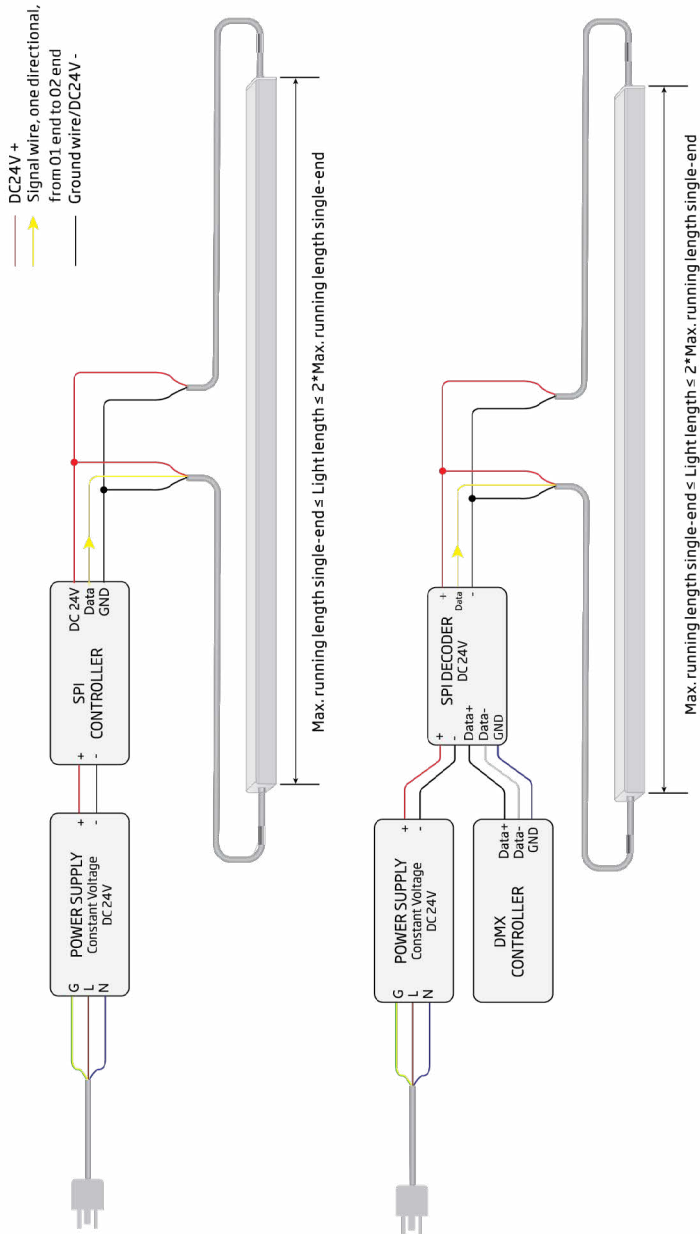
SPI/PIXEL WIRING DIAGRAM



SINGLE-END FEED



DOUBLE-END FEED



CAUTION

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

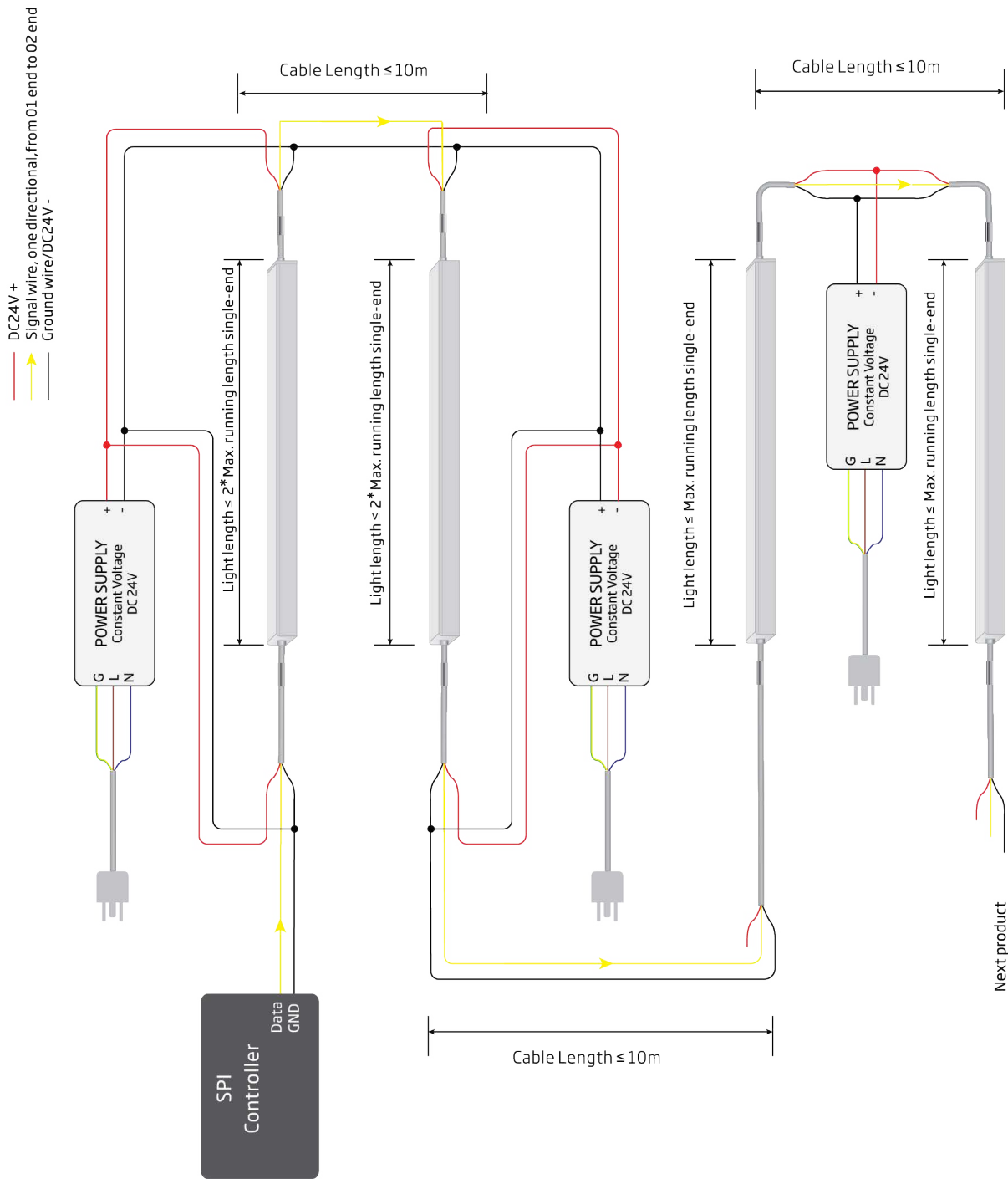
CAUTION

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.

SPI/PIXEL WIRING DIAGRAM



SYSTEM



TROUBLE	SOLUTION
Brightness and Color Temperature Drift	a. Verify that the wiring cable has sufficient wire thickness and is of appropriate length. b. Check for any abnormal voltage drops in the line, ensuring the terminal voltage is above 21.6V.
Some LED light sources are dark	Verify that fixture is not bent beyond specified bending diameter. This will result in the damage of the internal circuit.
Light flickers abnormally	a. Verify power supply and dimmers meet/exceed recommendations. b. Verify connections to ensure proper conductivity. GLLS recommends the use of lever-type connectors to ensure secure connections.
Light is on and off repeatedly	Verify power supply is not overloaded and verify terminal voltage is above 21.6V.

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.

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
Aqua Neon (Wave)	Silicone	5 Year	Underwater environment

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



GILLS Global 5-Year Limited Warranty — Linear Flex PVC 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 5-year (60-months) for all GILLS-branded Linear Flex PVC 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 5-Year Limited Warranty — Linear Flex PVC 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.

