



# Warranty & After-Sales Policy

*Coverage Terms and Support Process*

Effective: August 1, 2026 | Version 1.0

Factory-direct 2.4GHz Wireless LED Lighting Control System

[www.soluxled.com](http://www.soluxled.com)

## 1. Overview

This Warranty & After-Sales Policy applies to all SOLUXLED-branded 2.4GHz wireless lighting control products purchased directly from SOLUXLED or through authorized distributors. It defines warranty coverage, exclusions, the claim process, and after-sales support commitments.

## 2. Warranty Period

All SOLUXLED products carry a standard 2-year warranty from the date of delivery (or installation completion date if commissioning service is included), unless a longer period is agreed in the sales contract.

| Product Category                    | Warranty Period       |
|-------------------------------------|-----------------------|
| 2.4GHz CCT Knob Dimmer Panel        | 2 years from delivery |
| Wireless Downlights (2.4GHz RF)     | 2 years from delivery |
| 48V Magnetic Track System           | 2 years from delivery |
| 24V LED Strip Controllers & Drivers | 2 years from delivery |

Accessories (connectors, tracks, accessories)

1 years from delivery

### 3. What the Warranty Covers

During the warranty period, SOLUXLED will — at its sole discretion — repair, replace, or issue credit for any product that proves defective in materials or workmanship under normal use, provided:

- The product was installed and operated in accordance with the official SOLUXLED installation guide and technical specifications.
- The product was used within its rated electrical parameters (voltage, load, ambient temperature, IP rating).
- The defect is not caused by any of the exclusions listed in Section 4.

Covered defects include (but are not limited to):

- Panel display or touch-zone malfunction.
- RF pairing or communication failure under normal range conditions.
- LED driver or receiver failure causing flicker, no output, or unstable dimming.
- Premature LED lumen depreciation exceeding the rated L70 lifetime by more than 20%.
- Mechanical failure of the rotary knob mechanism (not caused by physical impact).
- Factory defects in casing, terminals, or assembly.

### 4. What the Warranty Does NOT Cover

| Exclusion                        | Description                                                                                     |
|----------------------------------|-------------------------------------------------------------------------------------------------|
| <b>Improper installation</b>     | Wiring errors, incorrect voltage, failure to follow the installation guide.                     |
| <b>Physical damage</b>           | Impact, drop, water ingress beyond IP rating, chemical corrosion, fire, or natural disaster.    |
| <b>Unauthorized modification</b> | Disassembly, repair, or modification not authorized by SOLUXLED in writing.                     |
| <b>Normal wear and tear</b>      | Cosmetic wear, surface scratches, button legends fading from normal use.                        |
| <b>Third-party components</b>    | Integration with non-SOLUXLED drivers, power supplies, or accessories not approved by SOLUXLED. |
| <b>Consumables</b>               | Batteries (if any), packaging, and installation consumables.                                    |
| <b>Consequential loss</b>        | Labor cost for removal/reinstallation, business interruption, or any indirect damages.          |

### 5. Warranty Claim Process

## 5.1 Initiating a Claim

To file a warranty claim, the customer (or distributor on the customer's behalf) must:

- Contact SOLUXLED after-sales at support@soluxled.com within the warranty period.
- Provide the original purchase order number, product model, quantity affected, and delivery date.
- Provide a written description of the defect, including installation conditions, operating parameters, and photos or video of the issue.

## 5.2 Evaluation

SOLUXLED will evaluate the claim within 10 business days of receiving complete documentation.

- If approved: SOLUXLED will ship replacement product(s) and provide a return shipping label for the defective unit(s) (if return is requested).
- If further inspection is needed: SOLUXLED may request the defective unit(s) to be returned for lab analysis. Shipping costs will be covered by SOLUXLED for valid warranty returns.
- If rejected: SOLUXLED will provide a written reason for the rejection.

## 5.3 Replacement & Credit

- Replacement products carry the remaining balance of the original warranty period, or 90 days, whichever is longer.
- Credit notes are issued against future orders unless a refund is explicitly agreed in writing.

## 5.4 Shipping Damage (Dead on Arrival)

If a product is found damaged upon unboxing, this is handled as a shipping claim — not a warranty claim. The customer must:

- Report the damage to SOLUXLED within 3 calendar days of delivery.
- Photograph the damaged packaging and product before further unpacking. Send photos to support@soluxled.com.
- SOLUXLED will file a claim with the carrier and arrange replacement or credit for verified damage.

# 6. After-Sales Support Commitments

Beyond warranty claims, SOLUXLED provides the following support to all customers and distributors:

| Support Item            | Details                                                                                                                                                            |
|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Installation guidance   | Remote support (video call, email) for wiring, pairing, and commissioning questions during installation.                                                           |
| Spare parts             | Knob caps, faceplates, terminal blocks, and RF receiver modules are available for purchase. Please contact your sales representative for pricing and availability. |
| Technical documentation | Installation guides, spec sheets, comparison sheets, and mechanical drawings available on the Downloads page.                                                      |

|                        |                                                                                                 |
|------------------------|-------------------------------------------------------------------------------------------------|
| <b>OEM/ODM support</b> | Custom specification, branding, packaging, and firmware support for qualified OEM/ODM partners. |
|------------------------|-------------------------------------------------------------------------------------------------|

## 7. OEM / ODM Warranty Terms

For OEM and ODM orders, warranty terms may be customized as part of the supply agreement. Standard 2-year terms apply unless a separate OEM warranty schedule is executed. Key considerations for OEM partners:

- Warranty period may be aligned with the partner's market requirements (e.g., 3-year or 5-year options).
- Branded packaging and labeling do not affect warranty coverage.
- Partners handle first-line customer support; SOLUXLED provides second-line technical escalation.
- OEM-specific spare parts allocation can be negotiated.

## 8. Contact Information

|                      |                                             |
|----------------------|---------------------------------------------|
| <b>Email</b>         | support@soluxled.com                        |
| <b>Website</b>       | www.soluxled.com                            |
| <b>Response time</b> | First acknowledgment within 2 business days |

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