



OceanLED Marine
Product Support

DMX Controller INSTALLATION MANUAL

OceanLED

This installation manual covers the following products:

DMX TOUCH PANEL CONTROLLER



DMX Touch Panel Controller	DMX WIFI Touch Panel Controller
All COLOURS Models	All COLOURS Models

DMX Touch Panel Controller Kit Includes		DMX Wifi Touch Panel Controller Kit Includes	
DMX Touch Panel Controller		DMX WIFI Touch Panel Controller	
Power Cable with converter		Power Cable with converter	
DMX Output Pigtail		DMX Output Pigtail	
Micro USB Cable		Mini USB Cable	
Terminator Kit		Terminator Kit	
		Infrared Remote	



IMPORTANT: Please read the instructions completely before proceeding with the installation. Failure to follow the instructions may invalidate your warranty. These instructions supersede any other instructions if they differ.

Chapter 1.....4
Overview: Identifying your model and power source, tools and materials necessary for installation, selecting the mounting site

Chapter 2.....6
Installation of DMX Touch Panel Controller

Chapter 3.....8
Installation of DMX WIFI Touch Panel Controller

Chapter 4.....12
Finalizing your OceanLED Installation

Chapter 5.....13
Operation and Troubleshooting


Chapter 6.....15
Warranty Statement and Notes


PRETEST
Always test the lights prior to installation. Failure to do this may result in additional installation time and could invalidate the warranty.


GENERAL
OceanLED underwater lights are generally used for illuminating the water around a boat or yacht. Placement for achieving the best results are described in selecting the right location.




IMPORTANT SAFETY PRECAUTIONS!

 **IMPORTANT NOTICE: Attention Installer:** This manual contains important information about the installation, operation and safe use of this product. This information should be given to the owner and/or operator of this equipment.


 **WARNING** - Before installing your DMX Controller, read and follow all warning notices and instructions which are included. Failure to follow safety warnings and instructions can result in severe injury, death, or property damage.

 **WARNING** - Before installing your DMX Controller, check local laws for restrictions regarding the use of colored lights in your area.

DANGER! Risk of Electrical Shock or Electrocution!

 This underwater light must be installed by a licensed or certified electrician in accordance with the National Electrical Code and all applicable local codes and ordinances. Improper installation will create an electrical hazard which could result in death or serious injury to swimmers, installers, or others due to electrical shock, and may also cause damage to property. Always disconnect the power to the light at the circuit breaker before servicing the light. Failure to do so could result in death or serious injury to serviceman, swimmers or others due to electrical shock. **READ AND FOLLOW ALL INSTRUCTIONS IN THIS MANUAL.**

WARNING Important Safety Information for OceanLED Lights

 **WARNING** - Salt is an inherently corrosive material. Metal parts and certain natural and man-made surfaces are particularly susceptible to corrosion and deterioration when used in and around salt water. Some OceanLED lights contain combinations of plastic and polymer products which are impervious to salt water corrosion, however, screws and fasteners used for the installation must be of a marine grade type stainless steel or equivalent and monitored annually to ensure the lights remain in service for years to come.

WARNING!

Never Use Solvents! Cleaners, fuel, paint, sealants, and other products that may contain strong solvents, such as acetone, that attack many plastics greatly reducing their strength and irreversibly damaging the special lens coatings and cable sheathings.

Chapter 1: Identifying your Model

DMX TOUCH PANEL CONTROLLER



DMX Touch Panel Controller	DMX WIFI Touch Panel Controller
001-500596	001-500598

WARNING: UNITS ARE NOT WATER PROOF. YOU MUST MOUNT IN A DRY LOCATION.

- For use with the all COLOURS systems. Available as a fixed or wifi controller.
- Use to change the colour and lighting effects of the above lights and choose between a spectrum of 6 million colours to suit your mood.
- The wifi controller can be easily programmed to create individual colour scenes, which can then be selected at the touch of a button using your iPhone, iPad, or Android.
- The DMX Wifi Touch Panel Controller can only be utilized when connected to a wifi enabled network

1.1 Tools and Materials

WARNING: NEVER USE POWER TOOLS; HAND TIGHTEN ONLY!

WARNING: OCEANLED RECOMMENDS DRY FITTING ALL PRODUCTS. WHEN INSTALLING, BESURE THAT THE CONTROLLER FITS THE AREA AND SECURES TO THE MOUNTING LOCATION USING THE APPROPRIATE HARDWARE BEFORE INSTALLING.

- Drill & Drill Bits.
- Screw Driver, Phillips #2
- Wire Strippers.
- Tape measure and Ruler or Straight Edge.
- Marking Utensil (Pencil, Sharpie Magic Marker, etc)



1.2 Finding The Mounting Location

WARNING: UNITS ARE NOT WATER PROOF. YOU MUST MOUNT IN A DRY LOCATION.

Considerations

Design -

- The unit needs to be mounted in a dry location
- Ensure that the ambient temperature where the unit is mounted cannot exceed 45 degrees C - Note that engine rooms can easily exceed this.
- The chosen location requires access to mains power, space for the routing of the DMX cable to the driver boxes, and also an Ethernet connection to a wifi router / LAN wifi for the Wifi controller if the wifi function is required.

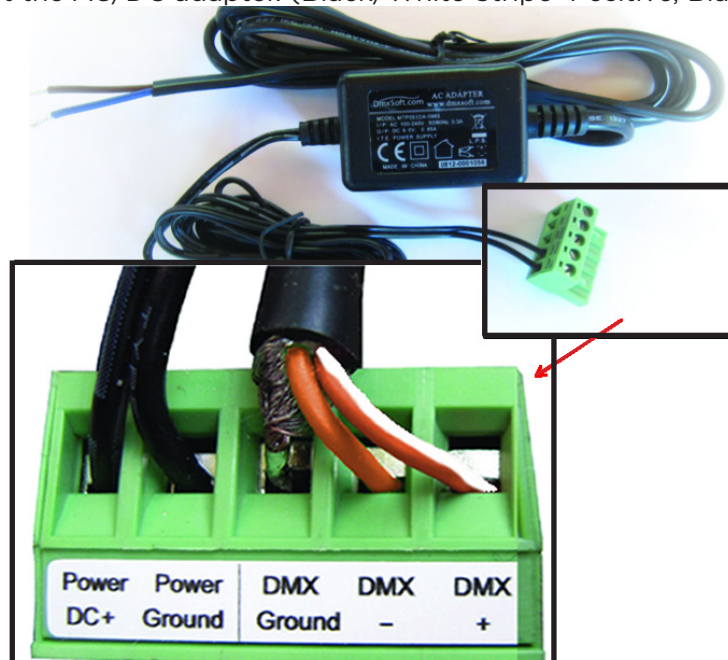
Installation -

- Test units before installation.
- When switching system on for the first time, take into consideration water clarity, ambient light etc as first time impressions can be marred by poor conditions.
- Test units after installation.

Chapter 2: Installing the DMX Touch Panel Controller

2.1 Connect the wires

1. Connect the DMX output pigtail cable to the green connector (LEDs, Dimmers, Fixtures..) (Brown+Brown/White=ground, Orange=DMX-, Orange/White=DMX+)
2. POWER: Connect the AC/DC adapter. (Black/White Stripe=Positive, Black=Ground)



2.2 Mount the interface in a dry location

3. Plug the green connector block into the rear of the DMX Touch Panel Controller.



4. Mount the back plate of the interface on the preferred mounting location. (in a dry place) 86mm X 86mm X 10mm
5. Close the unit by clipping the front panel onto the back plate.



2.3 Specifications DMX Touch Panel Controller

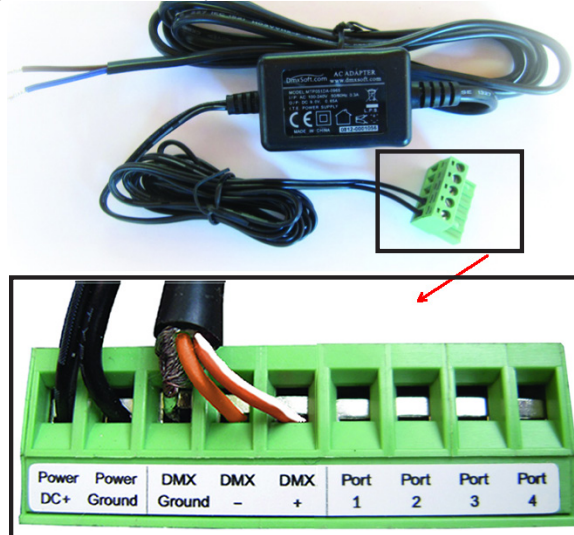
Factory Default Programming for DMX Touch Panel Controller (001-500596)

Scene	Function
1	Red
2	Green
3	Blue
4	Super White
5	Colour Cycle

Compatible with any DMX fixture or DMX LED driver
Ready to use (pre-loaded with 8 scenes & 42 RGB fixtures)
3 touch sensitive buttons (on/off/mode, previous, next)
32-bit ARM technology
Up to 24 dynamic or static scenes
Live setting of the intensity and color of a scene
Programmable through the included USB cable & control software Windows XP/VISTA/7 32/64 bits & USB 2.0* (MAC OSx available soon) Easy Stand Alone, ESA2 mac/pc
Environment IP20, Temp 0°C to 50°C
Certifications EC, EMC, ROHS, ETL, UL (some in progress)

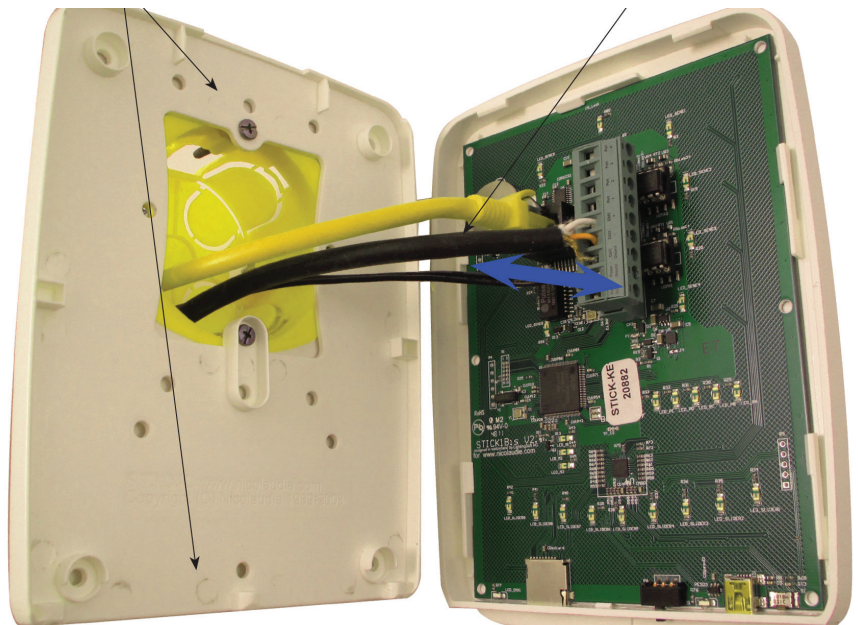
3.1 Connect the wires

1. Connect the DMX Output Pigtail cable to the green connector (LEDs, Dimmers, Fixtures..) (Brown+Brown/White=ground, Orange=DMX-, Orange/White=DMX+)
2. POWER: Connect the AC/DC adapter. (Black/White Stripe=Positive, Black=Ground)
3. Ports 1,2,3,and 4 : If your application needs to have some external contact closures, make the contacts between the ground and the ports.



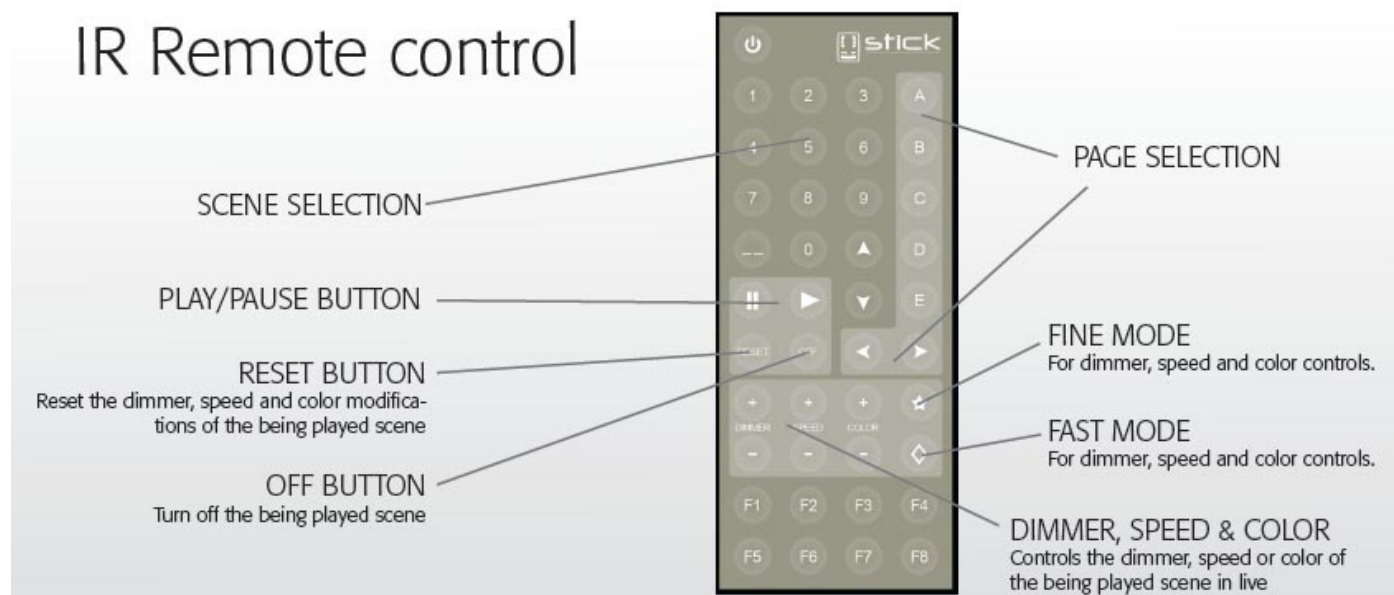
3.2 Mount the interface in a dry location

4. Plug the green connector block into the rear of the DMX WIFI Touch Panel Controller.
5. For Wifi plug the local ethernet cable into the rear of the DMX wifi touch panel controller.
6. Mount the back plate of the interface on the preferred mounting location. (in a dry place) 168 x 128 x 11.5mm.
7. Close the unit by clipping the front panel onto the back plate.



3.3 The Infra Red (IR) Remote Control

IR Remote control



1. To use the official STICK remote control, open the tools application which can be found in the software directory. Select the Infra Red tab and send the default configuration to the STICK. Check that Infra Red is enabled in the parameters tab.
2. If you are not using the official remote, the STICK can be triggered by any 36Khz remote control. Simply hold down the "Select" button and press the end of the color fader to tell the STICK that we want to program an IR signal.



3. The STICK will flash through each scene, when you see the scene you wish to trigger, hold down the button on the IR device you wish to use as a trigger.

For example, to program Scene 4 to be triggered by button 4 on a remote control, hold down the "Select" button and the color fader. Wait for scene 4 to light up, then press button 4 on the remote control.





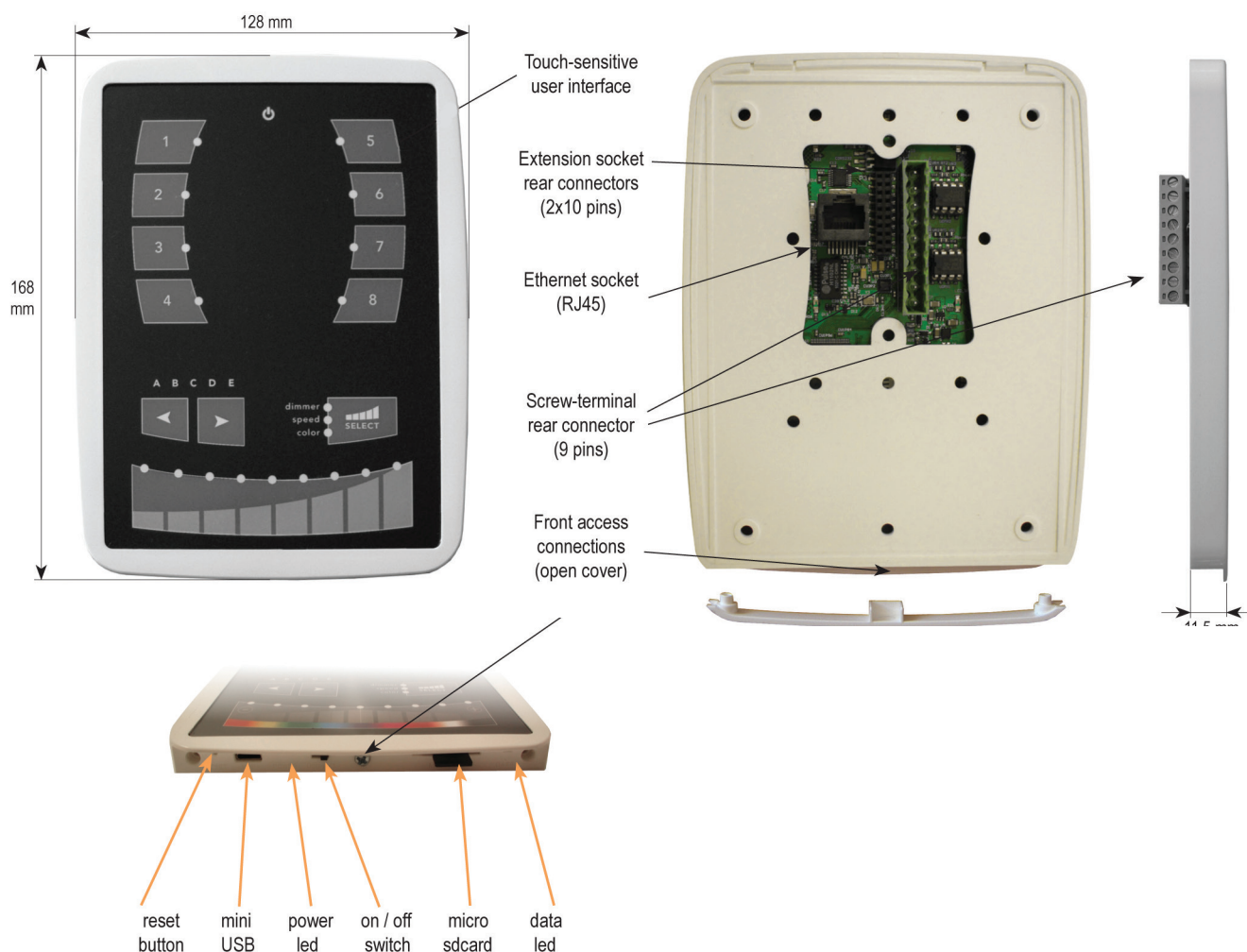
3.3 Specifications DMX WIFI Touch Panel Controller

Factory default programming for the DMX WIFI Touch Panel Controller (001-500598):

Area	Scene	Function	Style
A	1	Red	Rainbow Colours
	2	Orange	
	3	Yellow	
	4	Green	
	5	Blue	
	6	Indigo	
	7	Violet	
	8	White	
B	1	Blue Shade 1	Blue / White Shades
	2	Blue Shade 2	
	3	Blue Shade 3	
	4	Blue Shade 4	
	5	White Shade 1	
	6	White Shade 2	
	7	White Shade 3	
	8	White Shade 4	
C	1	Green Shade 1	Green / Red Shades
	2	Green Shade 2	
	3	Green Shade 3	
	4	Green Shade 4	
	5	Red Shade 1	
	6	Red Shade 2	
	7	Red Shade 3	
	8	Red Shade 4	
D	1	Red, Green, Blue Cycle	Cycle / Strobe Modes
	2	Red, Green, Blue Cycle with 40% white	
	3	Red, Green, Blue Pulse / Cycle	
	4	Red, Green, Blue, White Pulse / Cycle	
	5	White / Blue Strobe	
	6	Red, Green, Blue, White - Blue rapid Strobe	
	7	Blue / White Strobe	
	8	Green, Blue, and White Strobe	
E	1	Red, Green, Blue Strobe	Cycle / Strobe Modes
	2	Red, Green, Blue, White increment	
	3	Blue / White rapid switch	
	4	Yellow / Cyan / Blue Switch	
	5	White Pulse	
	6	Red / Blue Pulse, White Fade Rapid	
	7	Green / White Strobe	
	8	Green Pulse	

3.4 Specifications DMX WIFI Touch Panel Controller continued...

Compatible with any DMX fixture or DMX LED driver
Ready to use (pre-loaded with 40 scenes & 42 RGB fixtures)
14 buttons, 1 fader, 28 leds (touch-sensitive keypad)
MicroSD Card for stand alone use (supplied)
DMX Output #1 First universe, 512 channels DMX512 output
DMX Output #2 Second universe, 512 channels DMX512 output
RS232 Serial communication for external synchronisation
Up to 24 dynamic or static scenes
Live setting of the intensity and color of a scene
Programmable through the included USB cable & control software ESA + ESA PRO on PC/Windows, ESA2 on PC + MAC ARCOLIS + STICK REMOTE on iPhone/iPad/Android
Environment IP20, Temp -10°C to 50°C
Certifications EC, EMC, ROHS, ETL, UL (some in progress)

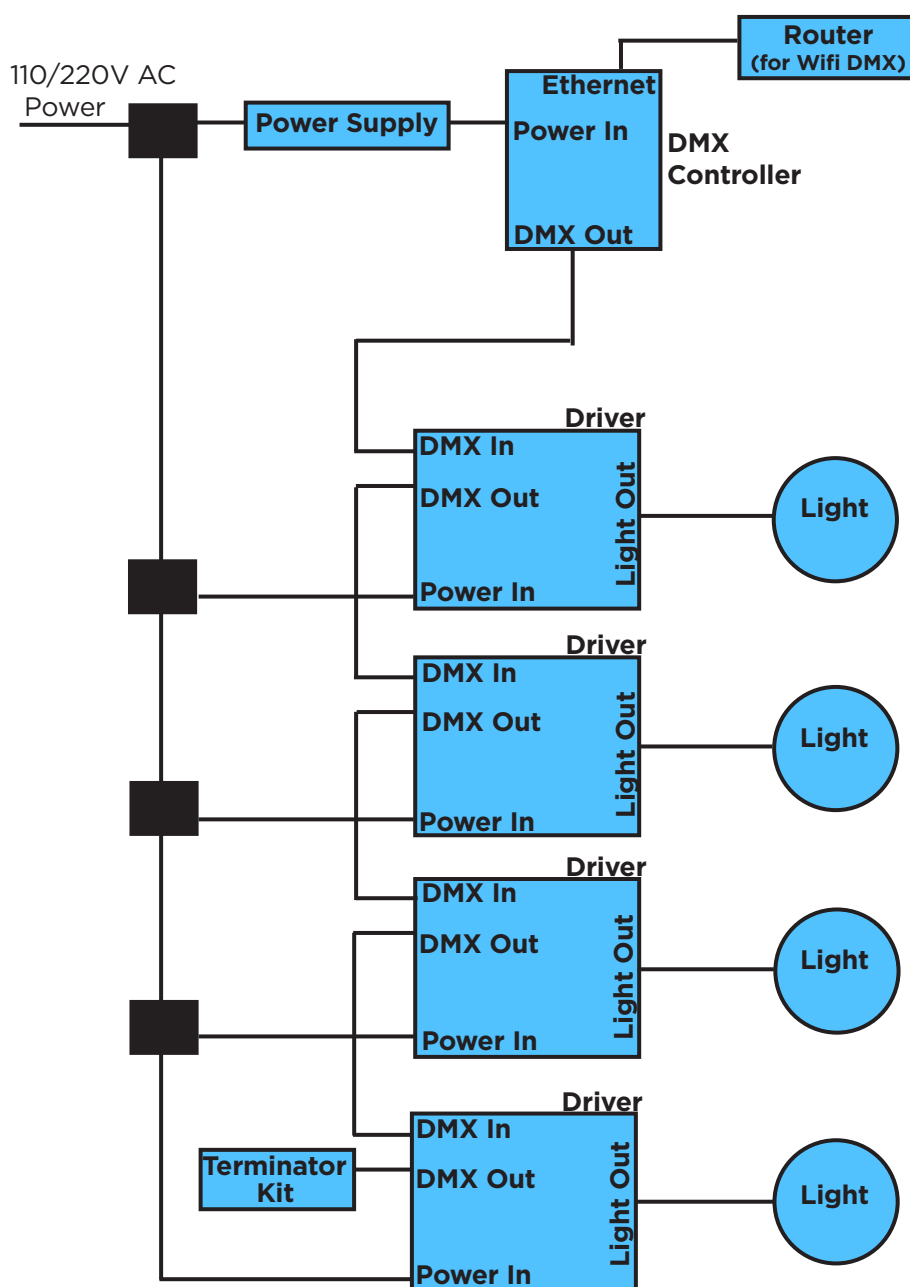


4.1 - Finalise your OceanLED Installation

WARNING: Always test the lights **BEFORE** the boat goes back into the water. Typical OceanLED light installs require the boat to be hauled out of the water to replace light units.

1. For the wifi compatible controller, if wifi is required connect Ethernet cable from back of controller panel into a suitable wifi router or wifi enabled network. (The controller is DHCP enabled as standard so should be detected by the network once powered).
2. Connect the DMX controller DMX output cable to the DMX input of the first driver box. The DMX output of this box should be connected to the input of the next, and so on up to the last driver in the chain.
3. Fit the supplied terminator to the output of the last driver box. See the following example of the DMX connections:

Example Installation



5.1 - DMX Touch Panel Controller

1. Power on the unit by touching the top centre button.
2. Select the required scene by touching the left / right arrows . The blue led displays the selected scene.

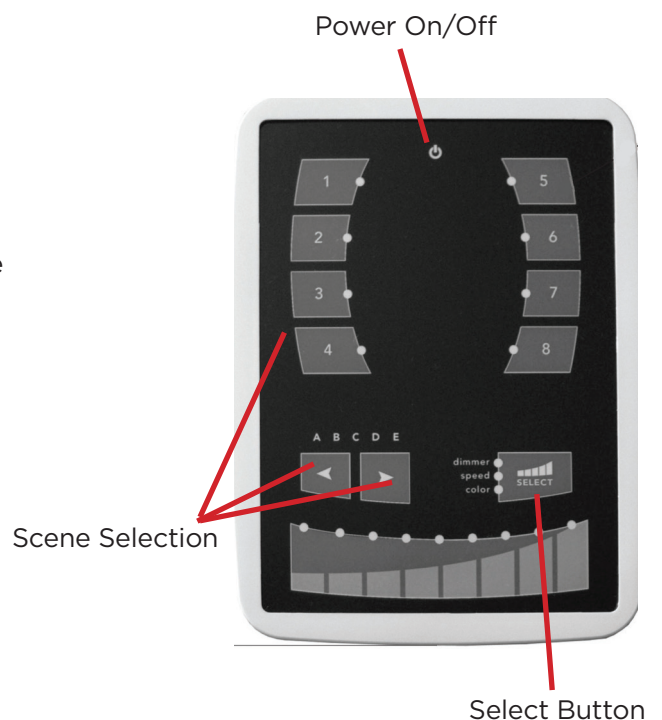
5.2 - Pre-programmed scenes are as follows

Scene	Function
1	Red
2	Green
3	Blue
4	Super White
5	Colour Cycle



5.3 DMX Wifi Touch Panel Controller

1. Power on the unit by touching the top centre button.
2. Select the required scene by first touching the left / right arrows under the “ABCD” display to select the ‘Area page’ if required, then touch the required scene button. The blue led displays the selected scene.
3. Brightness / Speed / and colour of the selected scene can be changed via the select button in the bottom right.
4. For pre-programmed scenes refer to page 10





DMX CONTROLLER - COLOUR CHANGE

Problem	Check	Result	Fix
DMX controller does not power on	Check Power to Controller is on	No Power	Connect Power
		Power OK	Check Connections
	Check Connections to controller faceplate	Connected incorrectly	Correct Connections
		Connected OK	Contact Warranty Department
Lights do not respond to controller and / or random flickering of lights / colours	Check DMX connection is daisy-chained between controller and all drivers	Not connected correctly	Correct cabling connections
	Check all other cables are connected correctly and are not damaged	Not connected correctly	Correct connections
		Damaged cable	Replace Cable
	Check Terminator is fitted to last driver box	Terminator not fitted	Fit terminator
		Terminator fitted	Contact Warranty Department
Wifi not working (only applicable to wi-fi model)	Check Ethernet cable is connected into back of controller panel correctly.	Not connected	Reconnect cable
	Check the controller panel is recognised on the connected network.	Controller not visible	Try re-booting network hub and controller panel.
	Check connected network wifi is functioning correctly	Wifi not functioning	Resolve issue with network wifi
		Wifi network OK	Contact Warranty Department



Chapter 6: Warranty Statement

CHAPTER

6

SIX

This warranty statement is for those products supplied to and sold from all territories internationally

OceanLED stands by its products. In general terms, the company gives a full 2 year's manufacturer's warranty on all of its products from date of sale.

To claim, please contact an authorised OceanLED dealer and complete the troubleshooting guidelines and warranty claim form (available from www.oceanled.com). Claims may be disputed if the troubleshooting guidelines are not completed or no defect is found with the product. The detailed terms and conditions of this warranty are set out below.

However; please note that all metal parts corrode in salt water. The primary factors affecting corrosion are not directly related to our products and accordingly OceanLED cannot be held responsible for corrosion-related defects this includes where water has been allowed to enter the cable as a result of immersion in water during the installation or improper sealing of connections. Please note corrosion will be particularly aggressive if installation and/or bonding have not been undertaken properly; or if stray currents are active in the vicinity of a boat.

Colour variation occurs within the LED manufacture. While we make every effort to match the colour of any lights there may be a noticeable difference when installed next to existing lights. OceanLED does not warrant this colour variation on lights.

OceanLED reserves the right to change the design, range and components without any prior notification either written or verbal.

1: WARRANTY OF QUALITY

- 1.1 In the case of goods manufactured and sold by Ocean LED Marine LTD, a company incorporated in England and Wales (registered number 8927130) and whose registered office is at Unit 1 Jacknell Road, Dodwells Bridge Ind. Est. Hinckley, Leicestershire, LE10 3BS (the "Goods" and the "Company", respectively), the Company warrants to the purchaser of the Goods (the "Buyer") Conditions and unless otherwise notified) upon delivery (whether installed or not). That (subject to the other provisions of these. The Goods supplied shall be of satisfactory quality within the meaning of the Sale of Goods Act of 1979.
- 1.2 the Company shall not liable for a breach of the warranty in Condition 1.1 unless:
 - 1.2.1 the Buyer gives written notice of the defect to the Company, and to the carrier if the defect is as a result of damage in transit, within 14 days of the time when the Buyer discovers or ought to have discovered the defect; and
 - 1.2.2 the Buyer has the obligation to provide all the requested information where is reasonably possible and provided a truthful statement of all information requested in relation to the claim.
 - 1.2.3 the Buyer returns such Goods to the Company's place of business at the Buyers cost, regardless of the outcome of the claim.
 - 1.2.4 the Company is given a reasonable opportunity after receiving the returned Goods for the examination to take place at the Company's place of business.
- 1.3 the Company shall not be liable for a breach of the warranty in Condition 1.1 if:
 - 1.3.1 the Buyer makes any further use of such Goods after giving such notice; or
 - 1.3.2 the defect arises because the Buyer failed to follow the Company's oral or written instructions as to storage, transportation, installation, commissioning, modification, use or maintenance of the Goods or (if there are none) good trade practice; or the defect arises from the corrosion of metal parts or the failure of the Buyer to ensure that Goods are installed correctly, bonded correctly and that there are no active stray currents in the vicinity; or
 - 1.3.3 the defect arises as a result of any default of, or caused by, the Buyer or (without limitation) as a result of misuse, abuse, improper installation, neglect, improper shipping by a party other than the Company; or
 - 1.3.4 the Buyer alters, repairs or modifies such Goods without written consent of the Company; or



- 1.3.5 the defect arises due to a cause beyond the Company's reasonable control, such as: act of God, explosion, flood, tempest, fire or accident, including without limitation lightning; war or threat of war, national emergency, sabotage, terrorism, insurrection, protest, riot, epidemic, civil disturbance or requisition; Acts, restrictions, regulations, by-laws, prohibitions or measures of any kind on the part of any governmental, parliamentary or local authority; import or export regulations or embargoes; strikes, lock-outs or other industrial actions or trade disputes (whether involving employees of the Company or of a third party); restraints or delays affecting carriers or inability or delay in obtaining supplies of adequate or suitable materials; or power failure or breakdown in machinery.
- 1.3.6 where the Company has notified the Customer directly of in service modification(s) deemed necessary to further protect the Goods from damage have not been followed.
- 1.3.7 where a claim has been made where the Goods ownership is in dispute.
- 1.3.8 where the parts were not purchased from an authorised outlet.
- 1.3.9 where the goods were purchased via the internet from the United States but were not shipped to an address or fitted in the United States.
- 1.4 Subject to Conditions 1.2 and Condition 1.3, if any of the Goods do not conform with the warranty in Condition 1.1 the Company shall at its option repair or replace such Goods (or the defective part) without charge for labour or parts or refund the price of such Goods at the original purchase price. The Company shall pay for the return transportation to the Buyer of such repaired or replaced Goods.
- 1.5 Any Goods replaced shall belong to the Company and any such repaired or replacement Goods shall be guaranteed on these terms for the unexpired portion of the warranty period of the warranty in Condition 1.1.

2: LIMITATION OF LIABILITY

2. These Conditions set out the entire financial liability of the Company (including any liability for the acts or omissions of its employees, agents and sub-contractors) to the Buyer in respect of:
- 2.1.1 any breach of these Conditions;
- 2.1.2 any defect in the Goods;
- 2.1.3 any use made or resale by the Buyer of any Goods, or of any product incorporating any of Goods; and
- 2.1.4 any representation, statement or tortious act or omission including negligence arising or in connection with the contract with the Buyer.
- 2.2 All warranty, conditions and other terms implied by both UK law are, to the fullest extent permitted by law, excluded from the contract with the Buyer.
- 2.3. Nothing in these conditions excludes or limits the liability of the Company;
- 2.3.1 for death or personal injury caused by the Company's negligence;
- 2.3.2 under both UK law;
- 2.3.3 for any matter which it would be illegal for the Company to exclude or attempt to exclude its liability; or
- 2.3.4 for fraud or fraudulent misrepresentation.
- 2.4. Subject to the above Condition 2.3:
- 2.4.1 the Company's total liability in contract, (including without limitation negligence or breach of statutory duty), misrepresentation, restitution or otherwise, arising in connection with the performance or contemplated performance of the contract with the Buyer or (without limitation) in respect of the Goods shall be limited to the original purchase; and
- 2.4.2 the Company shall not be liable to the Buyer for any pure economic loss, loss of profits, loss of business, loss of contracts, damage to property, depletion of goodwill or otherwise, in each case whether direct, indirect or consequential, or any claims for consequential whatsoever (however caused) which arise out of or in connection with the contract with the Buyer or (without limitation) the Goods.

3: THIRD PARTY RIGHTS

No term of any Contract formed between the Buyer and the Company shall be enforceable by virtue of the Contracts (Rights of Third Parties) Act 1999 by any person that is not a party to it.

4: APPLICABLE LAW

Each of (a) the sale of the Goods to the Buyer, (b) these conditions, and (c) any disputes or claims arising there



from or in connection therewith shall be governed by and construed in accordance with the law of England; and the Buyer and the Company irrevocably agree that the Courts of England have exclusively jurisdiction to settle any dispute or claim that arises out of or in connection with the foregoing.

5: GREY MARKET INTERNET POLICY

Grey marketed products continue to be a threat to our worldwide distribution and dealer network. In order to proactively discourage this activity by Internet resellers of our product, OceanLED will not honour the warranty of products purchased via the grey market through internet resellers. The following notice will be added to OceanLED's warranty cards, website and all internet sellers will be required to post the same notice.

WARRANTY NOTIFICATION: OceanLED products purchased by an end-user from a United States dealer via the Internet are covered by this warranty, only if the products are delivered and installed within the United States. The warranty is void if the product is delivered or installed outside the United States. Proof of purchase and installation will be required. Product installed by OEM will be warranted when shipped as part of a new boat package.

6: MAKING A CLAIM

- 6.1 Irrespective of how the products were fitted or by whom when you discover that there may be a problem with the products you must notify either your local dealer or ourselves within 14 days.
 - 6.1.1 When you discover a problem we ask that the products that have a problem are not used. This will minimize any further damage. We recommend (especially with the pro series) that the product be disconnected to prevent accidental use by removing the power feed from the driver box and covering the end of the power lead with a waterproof solution (e.g. a taped up plastic bag) to prevent water entering the cable connectors.
 - 6.1.2 If a claim is accepted the part will be replaced on a "like for like basis". No refunds will be given.
 - 6.1.3 If you feel unhappy with any part of the process of claiming please let us know.
- 6.2 Products supplied and fitted by a dealer
 - 6.2.1 If you had the products installed by one of our dealers we ask that you contact them and ask that they check the installation and establish the cause of the problem. If you are not local to the installer please visit our website (www.oceanled.com) to find the authorised dealer closest to you. This is because many problems are due to issues with the installation or the electrical aspects external to the lighting system, and can be resolved without the need for the removal of the product.
 - 6.2.2 You should locate your purchase invoice for the products when you believe there is a problem and contact the dealer you purchased the products and / or who fitted them.
 - 6.2.3 Your dealer will contact us and together we will resolve your issues and together we will investigate.
 - 6.2.4 If the problem is found not to be due to the manufacture of the product, this will fall outside of the warranty cover and the buyer will be liable for all costs.
- 6.3 Products supplied by a dealer but fitted by the Buyer
 - 6.3.1 If you installed the products yourself, before making contact we ask that you follow the troubleshooting chart for your product, when following the appropriate troubleshooting chart we find that it is helpful to complete the appropriate warranty claim information sheet. Copies can be found in the troubleshoot section of the manual included with the product or alternatively it can be download from our website (www.oceanled.com/documents).
 - 6.3.2 If after following the troubleshoot guide, you still believe that the problem still exists with our product you will need to contact the dealer that you purchased the product(s) from, however if you are unable to do this you may contact any dealer / distributor in your local area (a list can be obtained either from our website (www.oceanled.com) or by contacting our Head Office.
 - 6.3.3 When will be required to provide the information recorded on the warranty claim information sheet and have the copy of your purchase invoice for the products.
 - 6.3.4 When contacting your dealer you will be asked for the details from the warranty claim information sheet. During this time the dealer will complete the appropriate warranty claim form that will be returned along with the part.
 - 6.3.5 When you have made contact with the dealer please follow their instructions.
 - 6.3.6 If you are unable to contact a dealer you may wish to contact OceanLED directly. To contact the Service Manager either call our UK office on +44 1455637505 or email sales@oceanled.com.



- 6.4 If you are unable to locate a dealer close by or purchased directly from OceanLED.
- 6.4.1 Before making contact we ask that you follow the troubleshooting chart for your product, when following the appropriate troubleshooting chart we find that it is helpful to complete the appropriate warranty claim information sheet. Copies can be found in the troubleshoot section of the manual included with the product or alternatively it can be download from our website (www.oceanled.com).
- 6.4.2 If after following the troubleshoot guide, you still believe that the problem still exists with our product you will need to contact the Service Manager at OceanLED for your region.
- If you are in the located in either North, Central or South America please contact the Service Department at:
- OceanLED USA LLC
Lauderdale Marine Center
2019 SW 20th Street, Suite 101
Fort Lauderdale
FL 33315
United States
Tel: +1(954) 523-2250
Fax: +1(954) 523-2249
Email sales@oceanledusa.com
- Or if you are located in any other area please contact the Warranty Department at our UK Head Office at:
- Ocean LED Marine LTD
Unit 1 Jacknell Road
Dodwells Bridge Industrial Estate
Hinckley
Leicestershire LE10 3BS
United Kingdom
Tel: +44 1455 637505
Fax: +44 1455 238553
Email sales@oceanled.com
- 6.4.3 When you contact you will be required to provide the information recorded on the warranty claim information sheet and have the copy of your purchase invoice for the products where you believe there is a problem. The Service team will review with you your problem and where possible advise on any further checks that may be required to be done. If from the test results you do appear to have a problem you will be issued with a Warranty Claim number. The Claim number is unique to your claim and should be used in all correspondence and attached to the returned parts.
- 6.4.4 You will be required to return the faulty part with the attached WC number to the appropriate address in section 6.4.2. The return of the part is at your expense.
- 6.4.5 The part will be investigated and if the cause is established to be a manufacturing error or a problem with the components we will return a replacement part to you.
- 6.4.6 If you require a part urgently from us, you would be required to purchase a new one from us. You then have a maximum of 30 days to return the faulty part to us. We will investigate and if the product has a problem due to our manufacturing will provide a full refund. If you do not think that you can return the part to us within the 30 days please contact the Service Manager. If the product is not returned within the time limit the claim will be closed and no refund given.
- 6.4.7 If we are unable to find a problem with the part, we will inform you of the outcome. We can provide guidance to possible reasons for the fault. Unfortunately we are not liable for or can fix problems with equipment & installations that are not purchased from OceanLED. The returned product can be returned to you at your request.

NOTES

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NOTES

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NOTES

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NOTES

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Please remove this page and keep for your files

For technical assistance:

Europe: service@oceanled.com

The Americas: warranty@oceanledusa.com

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Ocean LED Marine LTD
Unit 1 Jacknell Road
Dodwells Bridge Industrial Estate
Hinckley,
Leicestershire LE10 3BS
United Kingdom
Tel: +44 (0) 1455 637505
Fax: +44 (0) 1455 238553
sales@oceanled.com

Ocean LED USA LLC
778 South Military Trail
Deerfield Beach
Florida
FL 33442-3025
United States
Tel: +1 954.523.2250
Fax: +1 954.523.2249
sales@oceanledusa.com

