



OceanLED Marine
Product Support

DOCK LIGHT INSTALLATION MANUAL

OceanLED

This installation manual covers the following products:

XD16



Dock Light
XD16



IMPORTANT: Please read the instructions completely before proceeding with the installation. These instructions supersede any other instructions if they differ.

Chapter 1.....4
An overview of the underwater light installation and mounting locations.

Chapter 2.....7
Detailed instructions on how to mount and connect each type of light.

Chapter 3.....13
Maintenance and troubleshooting tips.

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 dock lights are generally used for illuminating the waters around marinas and waterways. Best placement for achieving the best results are described in selecting the right location.

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.



IMPORTANT SAFETY PRECAUTIONS!

⚠ 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.

Risk Group 2

⚠ CAUTION: Possibly hazardous optical radiation emitted from this product. Do not stare at operating lamp. May be harmful to the eye.

⚠ CLASS 3: This equipment is designed to operate at voltages of less than 50v DC.

⚡ ⚠ DANGER! Risk of electrical shock or electrocution!

This underwater light must be installed by a Licensed Marine Electrician in accordance with ABYC (American Boat and Yacht Council), NMMA, and any other applicable 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.

⚠ WARNING: Before installing your OceanLED light, read and follow all warning notices and instructions which are included. Failure to follow safety warnings and instructions can result in property damage, severe injury, or even death.

⚠ WARNING: Before installing your OceanLED light, check local laws for restrictions regarding the use of colored lights in your area.

⚠ 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. OceanLED Amphibian Xtreme lights are polymer and marine grade stainless steel products that 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: (Metal & carbon fibre hull's only). If mounting the light to metal or carbon fibre surface, ensure that suitable measures have been put in place to account for the effects of galvanic corrosion i.e. mount suitable insulating material to the surface and then mount the light to the insulating material ensuring no electrical paths between the surface and light are present.

⚠ WARNING: The OceanLED XD16 light fixtures are low voltage DC (vDC) products and cannot be used with low voltage AC (vAC) transformers. Use of low voltage AC (vAC) transformers may cause injury and will damage the product invalidating the warranty.

⚠ WARNING: Make sure fully submerged at all times.



Chapter 1: Overview

This handbook provides instructions to assist you in the installation and set up of the XD16 underwater dock light from OceanLED.



XD16

CHAPTER

1

ONE

Power Supplies

Only 24vDC Power Supplies are to be used with this product.

When choosing a power supply, allow at least 15% reserve for voltage fluctuations due to variables beyond your control such as ambient temperature and supply voltage fluctuations to ensure your lights are always receiving the proper voltage and to ensure the power supply is not "overworked" causing premature failure. Use chart below in determining power supplies.

Model	Power Consumption in Watts	15% reserve
XD16	38	43.7

Model	Number of Lights	Minimum Power Supply Needed in Watts
XD16	1	43.7
XD16	2	87.4
XD16	3	131.1
XD16	4	174.8

Tools and Materials

- Phillips head screwdriver
- 1/2"-3/4" Conduit
- Fasteners for conduit
- Marine sealant
- Zip-ties



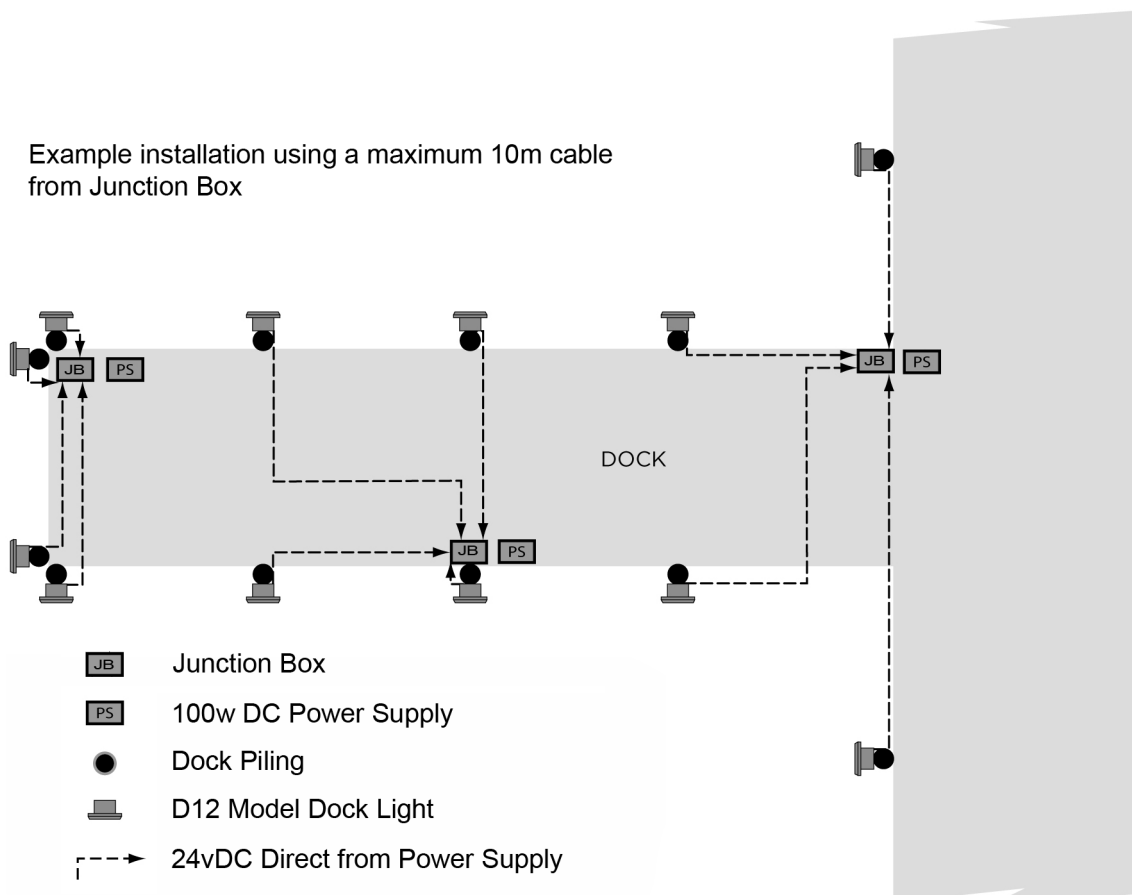
Finding The Mounting Location

Considerations

- **Design** - Your new OceanLED Dock Light(s) have a directional light beam that allows you to engineer a beautiful look around your property. Consider even spacing, boat traffic, tidal fluctuations, storms, seasons, and the overall desired effect when designing your installation.
- **Depth** -
Fixed Piling or Bulkhead - The lights should be mounted approximately 300mm - 500mm (UK) / 12" - 20" (US) below mean low water. Keep in mind that you will want them mounted within reach of a cleaning brush on a pole for standard maintenance. The clarity of the water will greatly influence the effect of the lights as will the depth. For a stronger light beam effect, mount them closer to the surface. To create a glow rather than a beam effect, mount them deeper in the water. You may get both effects as the tide fluctuates in a fixed mounting application.
- **Spacing** - Your lights should be spaced evenly between 5 feet to 20 feet (1.5 meters to 6.0 meters) apart depending on the effect you wish to achieve, the clarity of the water (clear water: 20 feet/6 meters; dirty water: 5 feet/1.5 meters), and considering the overall design of the installation.

Example Dock Light Installation

Example installation using a maximum 10m cable from Junction Box

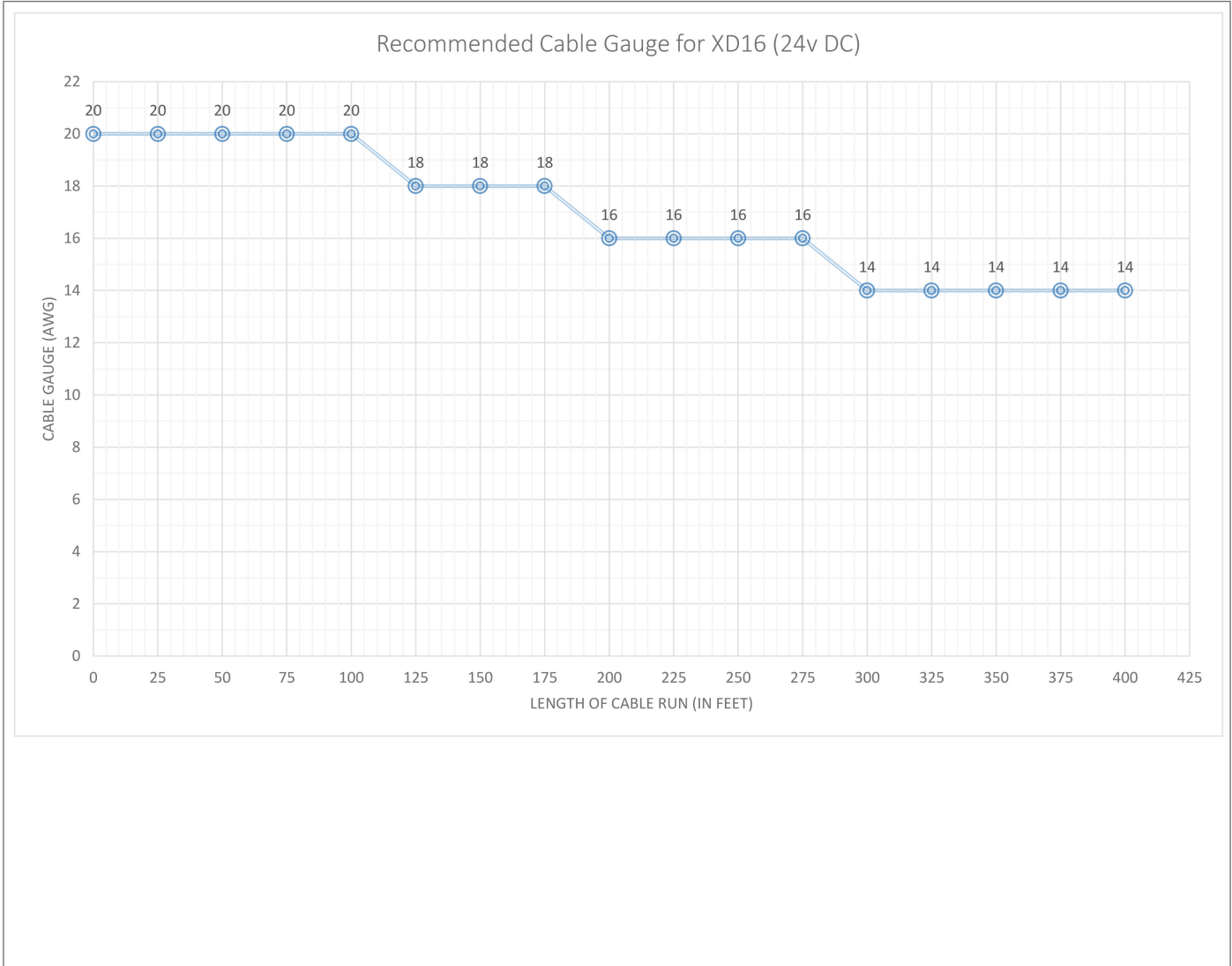




Wire Sizing

Your docklights come with 33 feet (10 meters) of cable as standard. Please refer to the chart below in the event that you have a wire run in excess of 50 feet (15 meters).

CAUTION: OceanLED recommends running Dock Lights on 24vDC only.





Chapter 2: Installation

WARNING: Factory sealed unit. Do not remove back or light engine as this will invalidate warranty.

Note: OceanLED makes every effort to protect our marine and fresh water environment as well as our natural resources. Please take care to keep packaging away from and out of the water by ensuring loose packaging materials are secured and not susceptible to being blown into the water. Please recycle all packaging materials as the sustainability of our environment is everyone's responsibility.

CAUTION: Ensure mounting location is flat. If mounted on a pillar, firstly fit a flat plate.

CAUTION: Never use power tools to secure your lights; **hand tighten only.**

CAUTION: we recommend you use screws provided. If alternative screws are used, do not use counter sunk or non flat shoulder screws to secure your lights to the dock.

CAUTION: Please check all components prior to installation. If there is any damage to connectors, cables, and/or any other component, please notify OceanLED BEFORE installation. Failure to notify OceanLED of damage in transit prior to installation will lead to violation of warranty.

CAUTION: Light is for mounting directly to a flat surface on a dock, with the cable passing through conduit. Do not submerge your cable in water; cable and connections exposed to underwater submersion will not be covered by warranty. Mounting the light in any other configuration, other than those described in this guide, will invalidate its warranty.

WARNING: 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.

CAUTION: When connecting light units (fig. 3), please note that all OceanLED lights will operate to within a specific voltage range. Please check the electrical information supplied (Page 6) to check cable gauge, fuse recommendations, breaker size etc.

WARNING: ALL OceanLED Dock Light fixtures are low voltage 24 vDC products and cannot be used with low voltage AC (vAC) transformers. Use of low voltage AC (vAC) transformers may cause injury and will damage the product and invalidate the warranty.

2.1 Installing Dock Light Model Light Fixtures

CAUTION: The cable can be susceptible to damage. Allowing water to enter via the cable will dramatically shorten the life of the product either by damaging the internal electronics or by corroding the cable itself. To protect the cable use either conduit or other suitable protective sheathing. **USE EXTREME CARE WHEN PULLING CABLE THROUGH CONDUITS. Water entry via cable or connections will void your warranty.**

1. Install appropriate sized conduit (imperial ½ inch or metric 20mm) into dock light, feeding cable through the conduit. Bond the conduit to the dock light using PVC solvent weld adhesive (not supplied).
2. Mark the positioning of the 4x mounting holes and drill pilot hole or adequate sized hole for screw anchor / wall plug.

CAUTION: Ensure the unit is secure as wave action can cause it to move.

CAUTION: If fitting into concrete, make sure to use adequate screw anchor / wall plug to safely secure.

3. Attach the unit to the installation surface using 4x screws provided.

2.2 Connecting lights to your power source

AC Power Supplies

Tip: For complete instructions on vDC connections, please refer to The National Electric Code and consult local electrical codes.

1. The power supply(s) must be located in a suitable exterior rated enclosure in an area above the tidal



flood plain. In some applications, particularly on floating docks, power supplies can be mounted inside of existing dockside power pedestals by licensed marine electricians following Class 2 wiring requirements.

- 2 Never allow your connections to become submerged. Ensure all connections are kept out of the water.
- 3 Power supplies must be connected to 120/240VAC in accordance to the National Electrical Code and any local electrical codes. All power supplies MUST BE CONNECTED TO A GROUND FAULT CIRCUIT INTERRUPTER (GFCI) PROTECTED CIRCUIT.

Power Supply requirements

A suitably fused 24v supply is required for each light. DO NOT CONNECT DIRECTLY TO MAINS AC! A 4 Amp fuse / breaker is recommended for each light.

When selecting the mains AC to DC converter(s) it is important to ensure that the overall power requirements are met, allowing a 'reserve' of at least 15% of the overall power to allow for losses in cable runs. The recommended power requirements are shown in the table below:

Number of D16 lights	Max Current draw	Total Power	Power with 15% Reserve
1	1.6 Amps	38.5 W	44.3 W
2	3.2 Amps	77.0 W	88.6 W
3	4.8 Amps	115.5 W	132.8 W
4	6.4 Amps	154.0 W	177.1 W
5	8.0 Amps	192.5 W	221.4 W

When connecting multiple lights to one power source the OceanLED 4-way junction box is recommended as this provides four independent separately fused outputs for each light.

Power Cable selection

It is important to select the correct size cable for the supply to the dock lights. The required cable gauge depends on the current draw and the length of the cable run from the power source to the light(s). Note that where the power source is remote from the power junction box connected to each light, this cable will carry the total current for all the connected lights, and should be sized correctly to prevent excessive voltage drop and power loss.

The cables from the power junction box to the lights themselves can be a smaller gauge, but again should be correctly selected depending on their length to prevent excessive voltage drop. The diagram below shows a typical example of this:

The table below should be used to select the required cable conductor size. If in doubt always select the next larger conductor size up (i.e. the next lower AWG number). Ensure all connections / joints are watertight, and suitable for the current load.

NOTE: THE SUPPLY CABLE MUST BE PROTECTED BY A SUITABLE FUSE OR BREAKER.



Chapter 3: Operation, Maintenance, Repair, & Parts

CHAPTER

3

THREE

3.1 Cleaning Instructions

Sea growth can collect quickly on the light and this can reduce the performance in just a few weeks. To prevent the build-up of sea growth, all OceanLED lights have been coated with a specialized Tritonium coating which makes the surface of the glass lens a non-stick layer which helps ward off long term barnacle buildup. Lights should be cleaned with a boat brush or similar biweekly or as needed to keep the lens of the light clear. Growth varies greatly around the world and maintenance is imperative to the proper operation and longevity of the product. If heavy fouling occurs, barnacles can be removed from the lens using a plastic scraper and moderate pressure. This can be done in the water or the light can be removed and cleaning can be done dockside using a plastic scraper and water or mild detergent.

CAUTION: Harsh cleaning solvents such as acetone may damage the light.

3.2 Replacement Parts

Lost, broken, and worn parts should be replaced immediately and can be obtained through your dealer or from the manufacturer.

If the external flexible cable of this unit is damaged, contact your local OceanLED representative to arrange for replacement (cable must only be replaced by OceanLED, service agent or a similar qualified person).



3.3 Troubleshooting Common Problems and Their Solutions

XD16 Dock Light			
Problem	Check	Result	Fix
Light does not look bright	Check that there is no marine growth on the lens.	Sea life / Barnacles present	Clean the lens as per Chapter 3.
	Check voltage supply to the light is between 24 volts and 28 volts DC.	Voltage is either too high or too low	Investigate reason for high or low voltage and fix.
	Check voltage supply is stable and does not fluctuate.	Voltage is fluctuating	Investigate reason for voltage fluctuation and fix.
	Check that the electrical connections between the driver power cable and the supply cable have been made correctly.	Poor electrical connection	Remake connection and seal joint correctly.
	Confirm all LEDs are illuminated.	1 - 5 LEDs are not working	Contact your dealer.
		6+ LEDs are not working	Typically this is due to water penetration of the cable due to poor connection or abraded cable.
	Check lights to see if water is present inside the light.	Water present	If water is present contact your dealer. Typically this is due to water penetration via the cable due to poor connection or damaged cable.
Light does not light up.	Check that there is power supplied to the light cable connection.	Poor electrical connection.	Trace the cables back, checking at joints until break has been located.
	Check that the wiring polarity is correct, red to positive and black to negative.	Polarity incorrect.	Change the wiring polarity and seal joint correctly.
	Check that there is power supplied to the light cable connection.	Replace fuse.	If fuse keeps blowing then there is a short circuit in the light system that must be traced and rectified. If no external short can be located contact your local OceanLED representative.
Light has water inside.	Check connections to make sure they are not submerged in water.	Light will require replacing.	This is not covered by the warranty.
	Check cable to make sure there is no damage to the cable. (If cable is damaged, it must only be replaced by OceanLED, service agent or similar qualified person).	Light will require replacing.	This is not covered by the warranty.



3.4 - Diagnostic LEDs

The Amphibian Xtreme series is fitted with an advanced diagnostic indicator system. There are two small indicator LEDs (one red, one orange) within the unit, visible through the front lens.

When the unit is first turned on, both LED's will flash briefly. This is normal operation and is part of the start-up procedure, to show that the LEDs are functioning. During normal operation the indicator LEDs should not be illuminated.

The table below summarizes the detected fault modes:

XD16 Dock Light		
Red LED	Orange LED	Description
Flashing	Off	The unit is thermally throttling - output power has either been reduced to prevent unit from damage due to overheating, or unit has been shutdown if the temperature is too high.
Off	On	Input voltage is too low - less than -9V. Check voltage of power source and cabling for bad connections and rectify.
Off	Flashing	Input voltage is too high - above -32V. Check voltage of the power source and rectify.
Flashing	Flashing	Unit has detected a fault with the wiring or the power source is not capable of supplying the required current. The input voltage is dropping below the minimum allowed during start-up. After five start-up attempts the unit will shut down and both indicator LEDs will flash continuously. This could be due to a poor power source (e.g. discharged battery) or voltage drops caused by poor connections or incorrect wire gauge.
Flashing	On	Internal fault detected with temperature sensor - if this issue persists contact your dealer.



Chapter 4: Warranty

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 from OceanLED.

Warranty replacements shall be covered for a period of 2 years from the date of the original product sale from OceanLED.

To claim, please contact an authorized 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.

Color variation occurs within the LED manufacture. While we make every effort to match the color of any lights there may be a noticeable difference. OceanLED does not warrant this color variation on lights.

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

OceanLED does not cover any charges incurred for hauling of vessels.

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 08927130) 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), and for a period of 2 years, that 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 authorized 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 labor 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 tortuous 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 honor 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 authorized 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 located in either North, Central or South America please contact the Warranty Department at:

OceanLED USA LLC
778 South Military Trail
Deerfield Beach
Florida
FL 33442-3025
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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