

# IMPORTANT NOTICE

## Installation Precautions

- All installation and connection must be conducted by a professional electrician.
- Use only LED power supplies that supply the voltage specified on the product.
- Make sure the positive and negative wires are connected correctly between the product and the power supply.
- Disconnect power before installing or servicing to avoid electrical shock.
- For wet location installation, seal all possible water entry points and covers using by silicone.

## CAUTION

### TROUBLESHOOTING COMMON FAULTS

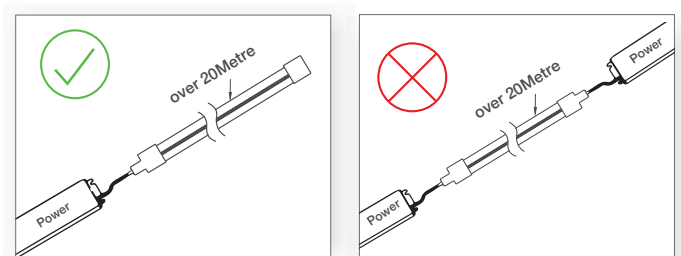
| Problems   | Reasons   | Solutions   |
|--|---|---|
| No illumination                                    | No electricity supply   | Ensure LED driver is working  |
|  | Automatic power protection from the open or short circuit in output of the power supply | Fix the short circuit problem   |
|  | Wrong connection of power supply  |   |
| Partial illumination                               | Using a switching mode power supply   | Make it as follows: Don't use switching mode power supplies                             |
|  | Wire connection mistake   | Check connections   |
| Brightness of LED is inconsistent for inconsistent | Power overloaded  | Replace with a power supply that delivers 125% of current required to power the product |
|  | Voltage drop due to exceeding max-in-series limit                                       | Adhere to the max-in-series limit specified on the product page                         |
| LED Flickering                                     | Connection point fault  | Fix bad connection point  |
|  | Use a proper LED driver   | Replace a new power supply  |

### HANDLING WATER DAMAGE ON LEDS



End caps are required at the exposed end of the flex for both waterproofing and safety. The silicone will prevent the end cap from falling off and create a water-tight seal.

### POWER CONNECTION GUIDELINE



Use one power supplier per single piece of neon flex over 20M. Do not divide the power supply (e.g., using two 10A supplies for a 20A requirement) for a single piece of N2-8 Pro neon flex.

## WARNING

- Do not disassemble or retrofit the light.
- Do not do live-line work during installation.
- Do not use any organic chemical solvents.
- Use neutral glass adhesive to fix this product and it needs to be dried 4 hours in the open environment after application.
- Treat ends and circuit connection points that are not connected to the main line with silicone sealant.
- Do not touch the surface of the light with a sharp object.
- Use 18AWG tin-coated wire or 16AWG for longer lengths to avoid adverse defect channel by heat.
- Make sure the input voltage meets the requirements and lines are connected correctly before turning on.
- The length of the power cable between the power supply and the led strip should not exceed 2 meters. Otherwise, large circuit loss will lead to inconsistent brightness.

# IMPORTANT NOTICE



## SPECIAL NOTE

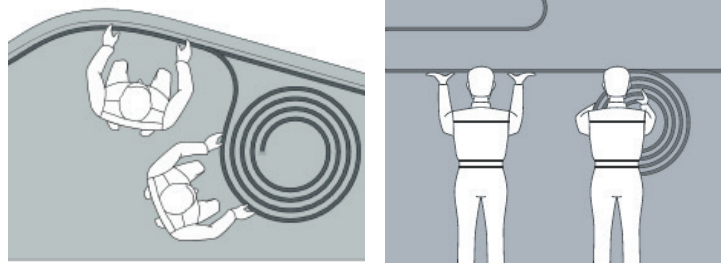
Any claim for short supply will only be considered while the Neon Flex is in one length (Original roll lengths), to prove any manufacturing discrepancy.

\*Note that once you cut the roll it will void any claim for short supply of the product.

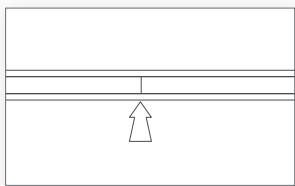
### Handling Precautions

LED neon must be installed by at least two people, who can support the product in various locations as shown. During both installation and disassembly, care should be taken to ensure the bending radius is not exceeded.

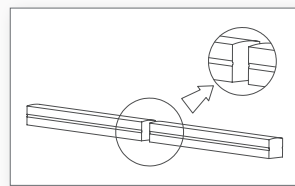
When installing on the ceiling or fascia, **DO NOT place the neon flex on the floor**. It is important to elevate the spool to prevent damage to the internal PCB components.



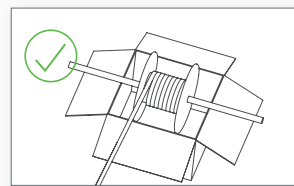
### Safety & Warnings



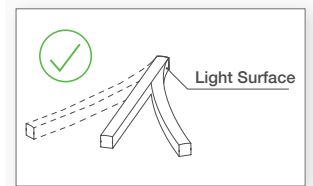
Cuttable identifier



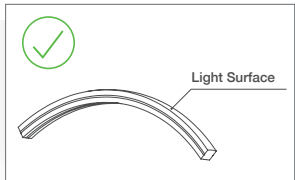
Neat and smooth cut



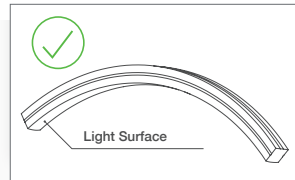
Insert a stick on the reel and place it on the packing box, and rotate the reel to get the product.



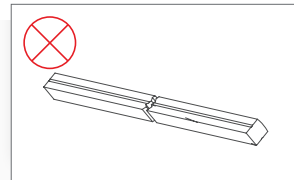
Side bending (Min. 500mm)



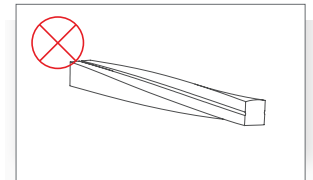
Top bending (Min. 200mm)



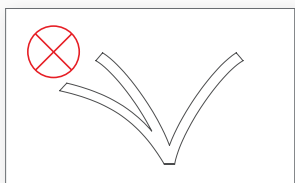
use in concave direction



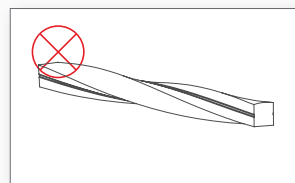
Do not make irregular cuts.



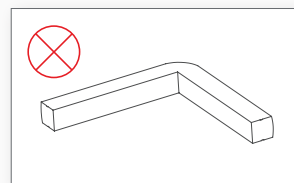
Do not use in distortions



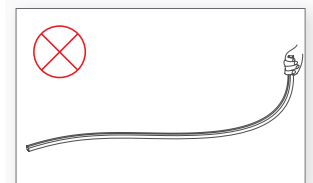
Do not bend many times, for it can endanger electronic lines.



Do not use on wringing (twist)

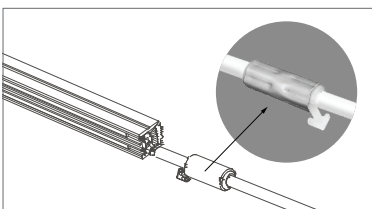


Do not bend at right angles



Do not throw or pull when taking products

### Anti-Wicking Ferrule



The anti-wicking ferrule is designed to lower the risk of water ingress from the cable in case of inadequate waterproof treatment on site, waterproof performance can't solely rely on the anti-wicking ferrule of the connector, waterproof treatment at the cable joint is also important.

### Warning

1. **Do NOT CUT OFF** anti-wicking ferrule will increase the risk of water ingress and void the warranty.
2. For underwater applications, do not immerse anti-wicking ferrule in the water.