USER GUIDE

Consult this manual before using EOS LightPanels

Product Inspection

Thank you for buying this eos product. Please read through this user guide so you will know how to operate the LightPanel™ properly. After you have
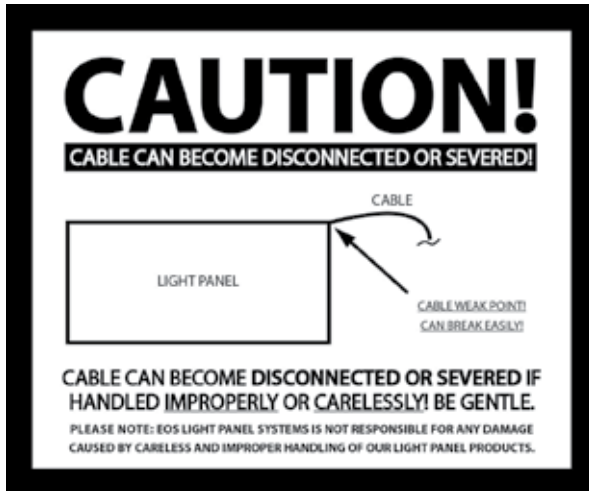finished reading the instructions, keep them in a safe place for future reference.

1. Make sure that the eos light stays flat, and does not bend. Although the acrylic is flexible and can bend slightly the LED side cannot bend too far and can be broken or damaged if bent too far.

2. Be sure there are no obvious scratches or spots on the LightPanel™ before installing.

3. Before removing packaging be sure the eos LightPanel™ and Power supplies are compatible and functional.

4. Be sure the eos LightPanel™ brightness and color is evenly distributed through the Panel when connected to the power supply.

Approvals and Certifications:

The LightPanel™ System is UL listed for Architectural applications and UL recognized for signage. All power supplies are UL / ETL listed.

C **UL** US
LISTED
LOW VOLTAGE LUMINAIRE
E480527

C **®** US
E467626

C E

Handling Instructions

CAUTION!
CABLE CAN BECOME DISCONNECTED OR SEVERED!

CABLE

LIGHT PANEL

CABLE WEAK POINT!
CAN BREAK EASILY!

CABLE CAN BECOME **DISCONNECTED** OR **SEVERED** IF HANDLED **IMPROPERLY** OR **CARELESSLY**! BE GENTLE.

PLEASE NOTE: EOS LIGHT PANEL SYSTEMS IS NOT RESPONSIBLE FOR ANY DAMAGE CAUSED BY CARELESS AND IMPROPER HANDLING OF OUR LIGHT PANEL PRODUCTS.

PLEASE BE MINDFUL OF POWER CORDS WHEN REMOVING PRODUCT

WARNING!
AVOID PERMANENT DAMAGE! CARRY PROPERLY!

*LIGHT PANELS **MUST** BE HELD VERTICALLY WHEN CARRIED!

PLEASE NOTE: EOS LIGHT PANEL SYSTEMS IS NOT RESPONSIBLE FOR ANY DAMAGE CAUSED BY CARELESS AND IMPROPER HANDLING OF OUR LIGHT PANEL PRODUCTS.

PLEASE CARRY PRODUCTS WITH CARE

IMPORTANT:
1-2-3 INSPECTION

1 Check condition of shipping carton **immediately upon arrival.** If damage is found note it on trucker's delivery receipt **before signing.** Take a cell phone photo for future reference.

2 Open packaging and count goods and condition of goods. If missing or damaged note on truckers delivery receipt before signing.

3 Goods inside must be counted and inspected within 7 days of receipt or claims cannot be made.
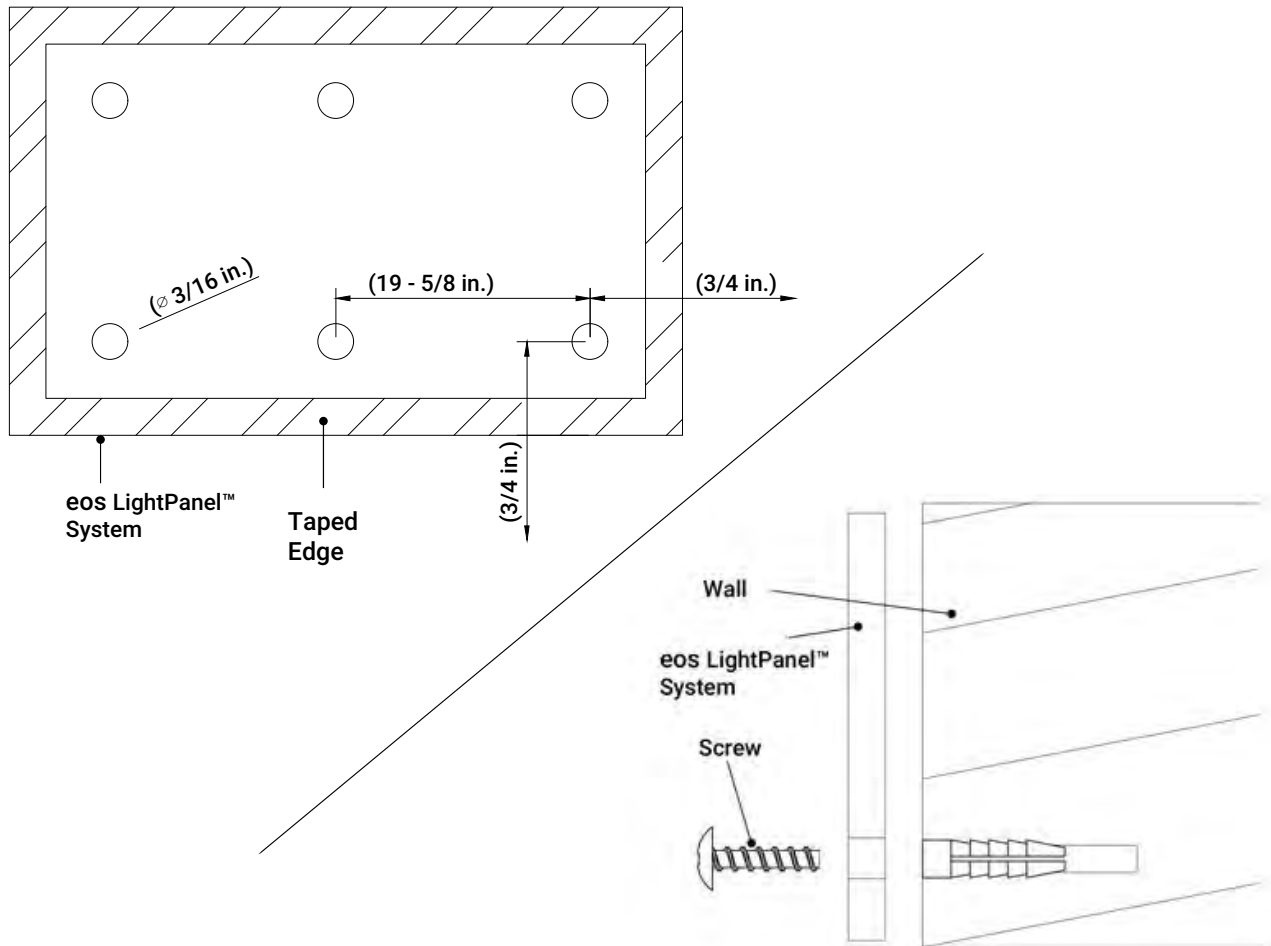
If there is damage...
-Notify trucking company within **7 days** and ask for a complaint form.
-Notify Seller at same time for assistance if necessary.

PLEASE PAY ATTENTION WHEN THE CRATE IS BEING DELIVERED.

REMOVE PROTECTIVE FILM

FOR OPTIMUM PERFORMANCE, PLEASE REMOVE PROTECTIVE FILM

Installation Instructions

(⌀ 3/16 in.)

(19 - 5/8 in.) **(3/4 in.)**

(3/4 in.)

eos LightPanel™
System

Taped
Edge

Wall

eos LightPanel™
System

Screw

Drilling Instructions:

1. Drill pilot holes before securing panel with screws.
2. Use the highest grit drill bit as possible.
3. Drill on a flat supportive surface with a soft mat between substrate and LightPanel**™**
4. Drill from the back to the front to get through the reflective film first.
5. See diagram above for drilling safe area
6. When installing eos LightPanels™ please don't drill any screws in the area of LED groove to avoid LED damage.
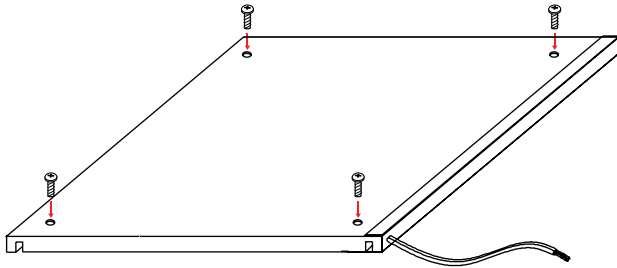
*EOS IS NOT RESPONSIBLE FOR ANY SPLINTERING OR ANY OTHER ERRORS THAT MAY OCCUR WHEN DRILLING A PANEL ON SITE.

Installation Instructions
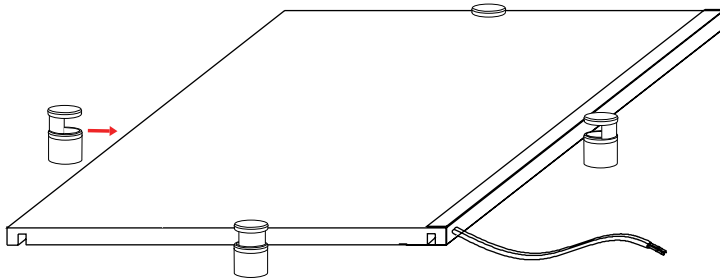
Additional Mounting Options

PANEL WITH PREDRILLED HOLES

*Holes can be drilled at factory according to drawings supplied (recommended).

Secure panel with screws

RECOMMENDED SCREWS:
Stainless Steel (M4) Screws

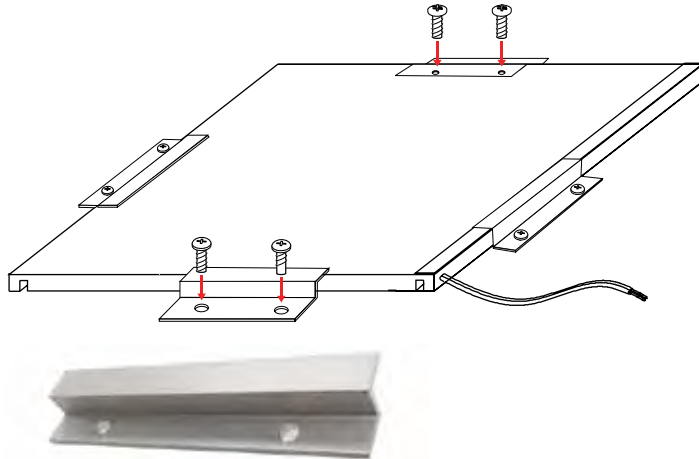### PANEL WITH STANDOFFS

Use Standoffs to mount to a wall and back light acrylic.

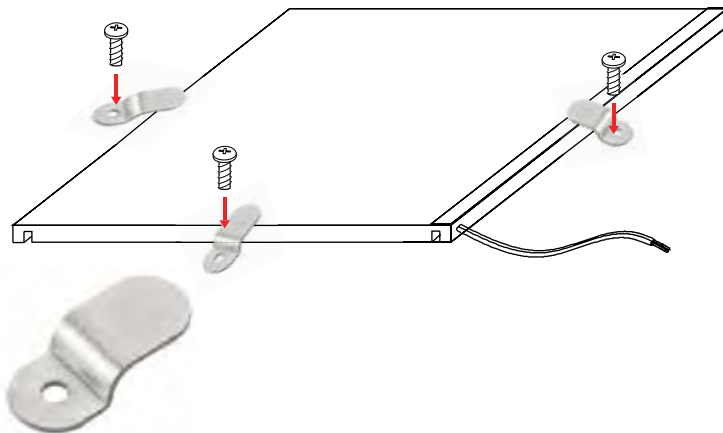**Panels can be attached using a Keyhole Bracket.**

Installation Instructions

PANEL WITH FRENCH CLEATS / 'Z CLIPS'

Use French Cleats to mount to a wall and secure with screws

PANEL WITH MIRROR CLIPS

*Use Mirror Clips to mount on a flat surface

Warranty Terms & Conditions (Warranty)

LIMITED WARRANTY

eos warrants that **eos** electronic LED LightPanels™ and LED LightPanel™ Systems, will be free from defects in materials or workmanship for a period of three (3) years. This Warranty period shall commence on the date of shipment of the relevant products from **eos**. The Warranty shall only be extended to the original purchaser of the products and/or to the first purchaser who is the end user of the products. **eos** is not responsible for any auxiliary equipment or third party products not supplied by **eos.**

EXCLUSIONS

This Warranty shall not apply to any damages caused as a result of force majeure, misuse or improper use of the products, faulty installation, poor electrical connections or negligence by any party other than **eos**. In addition, this Warranty is not applicable to any **eos** product improperly shipped, stored, installed, operated, and used, including, inter alia, shipping, storage, installation, operation and use otherwise than in accordance with one or more of the following: (a) **eos** specifications, including for maximum operating temperature, (b) **eos** instructions and guidelines, including without limitation wiring diagrams, (c) remote applications using extended wire lengths beyond **eos** recommended limits, (d) poor or loose connections, or faulty lamp holders, (e) applicable safety standards issued by the Underwriters Laboratory (UL), as well as the UL's Conditions of Acceptability, (f) National Electric Code (NFPA NEC) standards, (g) the applicable standards of the American National Standards Institute (ANSI), and (h) applicable federal, state and local electrical codes. Moreover, this Warranty shall not apply if any one or more of the following applies to the unit giving rise to the claim: (i) any original **eos** label or marking was partially or completely removed, covered, or altered; (ii) the unit was subjected to abnormal stresses or operating conditions; (iii) the unit had, at some time prior to the claim, not been fully paid for, or had otherwise be connected with Buyer's breach of **eos** General Terms and Conditions of Sale; and (iv) the Buyer is in arrears to **eos.**

Warranty Terms & Conditions (Warranty)

DISCLAIMER AND LIMITATION

Except as stated herein, **eos** disclaims all other warranties and conditions, whether express, implied or statutory, including merchantability and fitness for a particular purpose, with respect to the foregoing products to the maximum extent permitted by applicable law. In no event will **eos** be liable to you or any third party for any indirect, consequential, special, punitive or exemplary damages, including, without limitation, damages for loss of business, loss of profits, business interruption or damages of associated equipment, loss of use of the **eos** unit and associated equipment, cost of substitute products, costs of removal, installation, reinstallation, testing and evaluation or shipping arising out of the use, failure of, or inability to use the products, even if **eos** has been advised of the possibility of such damages. **eos** liability with respect to any claim of any kind for loss or damages arising out of or related to a breach of Warranty for a unit shall in no event exceed the actual purchase price of the specific unit giving rise to the claim.

LABOR AND OTHER WARRANTY COSTS

eos is not liable for any labor costs, machine or equipment rental, or any other costs associated with product failure. **eos** provides a parts only warranty and only accepts liability to repair or replace failed product and hereby expressly states that it is not in any way responsible for any other ancillary costs of product failure, named above or otherwise

TO OBTAIN WARRANTY SERVICE

In the event that any of the warranted products fail to comply with the Warranty during the applicable Warranty period, please contact **eos** to report the non-compliance and verify Warranty coverage. In the event that **eos** issues a Return Merchandise Authorization ("RMA") number, you must comply with the product return procedure and ensure that the RMA number accompanies the product. **eos** may, in its sole discretion, repair or replace products determined to eligible for Warranty coverage, or may issue a credit for the purchase of replacement products.

Cleaning Instructions

1. Before installation, please wear protective fabric gloves (preferably cotton) to remove the protective film, this will prevent fingerprints and smudges on the LightPanel™. Remove the protective film as the last step to prevent scratches and stains.

2. If eos LightPanel™ is stained after installation and needs cleaning use 95% concentrated ethanol with a soft cotton cloth and to wipe the stains gently. Be sure the cloth is just damped and that not too much alcohol is used when cleaning the panel. Be sure that the alcohol does not penetrate the panel.

3. If there are light scratches on the surface a polishing machine can be used at a low speed to slightly polish the surface scratch. After this is done remove dust with a cotton cloth and refrain from using alcohol on the newly polished surface.

4. Remember to store eos LightPanels in a clean, dry, cool environment and avoid direct sunlight. Prevent any moisture from entering the panels.

5. Please see recommended cleaning product in the following page.

Recommended Cleaning Products

No. 1 - CLEANING AND PROTECTING THE ACRYLIC

1. Shake well. Test in an inconspicuous area.
2. Spray the affected area on the acrylic LightPanel™. MUST do in sections, do not spray the entire panel. Take the cloth and rub in circular motion. One area at a time. Do not use pressure because dirt particles may scratch the plastic.
3. Reapply using short, circular strokes with a clean portion of the cloth ONLY if necessary.
4. When the surface is thoroughly clean and uniformly covered, buff to a slippery glaze with a clean portion of the cloth. Surfaces that are buffed to a high glaze are more resistant to dust and future scratching.

No. 2 - RESTORING AND REFINISHING THE ACRYLIC

1. If the surface is dirty, clean using Using NOVUS No. 1
2. Shake well. Test in an inconspicuous area.
3. Apply to the affected area on the acrylic LightPanel™. MUST do in sections, do not spray the entire panel. Take the cloth and rub in circular motion. One area at a time. Keep the cloth saturated with polish at all times. Greater pressure may be required on deeper scratches.
4. When the worst scratches have been polished out, reapply the scratch remover uniformly in a circular motion and with light pressure to the surface. Allow to dry to a light haze.
5. Using a clean portion of the cloth, buff the surface to a slippery glaze using firm, short strokes. This procedure is imperative in order to achieve the best results.
6. For heavy scratches, multiple applications of NOVUS no.2 or an application of NOVUS No. 3 may be required.
7. For best results, follow with NOVUS No. 1

No. 3 - REPAIRING AND PREPARING THE ACRYLIC

USE STEP 3 ONLY IF NECESSARY (WHEN STEPS 1 & 2 DO NOT WORK)

1. If the surface is dirty, clean using Using NOVUS No. 1
2. Shake well. Test in an inconspicuous area.
3. Apply to the affected area on the acrylic LightPanel™. MUST do in sections, do not apply to the entire panel. Take the cloth and rub in circular motion. One area at a time. Keep the cloth saturated with polish at all times.
4. Continue polishing until only fine scratches remain. IMPORTANT: Using cloth, remove all remaining polish.
5. With clean cloth, apply NOVUS No.2 in a circular motion to the surface. Polish using light pressure until dried to a light haze.
6. Using a clean cloth, buff the surface clean.
7. For best results, follow with NOVUS No. 1