

# NEOZ<sup>®</sup>



## User Guide



## Important Safety & Care

- Do not place the lamp on an unstable surface or heat source.
- Do not use a damaged power cord.
- Do not immerse the lamp into water or expose it to extreme humidity and hot environments.
- Make sure you charge your lamp before use.
- In commercial usage, we would highly recommend carrying one lamp in each hand to avoid lamps contacting each other. This will ensure the lamps maintain a like-new appearance for the long term.
- The lamp is not to be used by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge unless they have been given supervision or instruction.
- This lamp is not a toy. Keep children away from it at all times.
- Only use N1 Charging Base, N1 Charging Tray, N1 Charging Station, Small Charging Tray, Large Charging Tray and Charging Station to charge your cordless lamp. This is indicated by the following symbol:



- The power supply is only intended and certified for use with the NEOZ Lighting system and charging of genuine NEOZ cordless lamps.
- Do not charge or use NEOZ rechargeable batteries outside of a NEOZ cordless lamp.
- Don't use the charging system to recharge non-rechargeable batteries.

## Welcome

Thank you for investing in NEOZ Cordless Lighting.

This user guide describes the features and functions of the cordless lamp and charging systems. With due care your cordless lamp will provide many years of useful illumination.

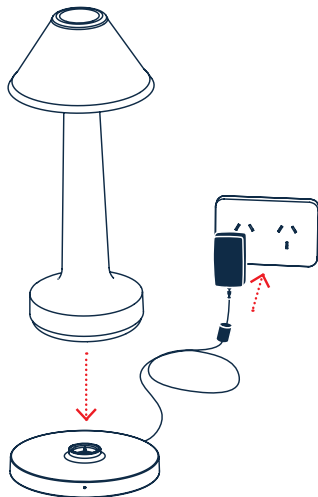
We have incorporated over 40 years of design experience into your new NEOZ Cordless Lamp integrating an advanced electronic control system to optimise the battery charging process ensuring excellent reliability and performance. Sustainable design means that every component can be replaced if accidental breakage occurs.

We trust you enjoy the use of this lamp and welcome and encourage customer feedback.

**JON HEMMING**  
CEO

# Charging your Lamp

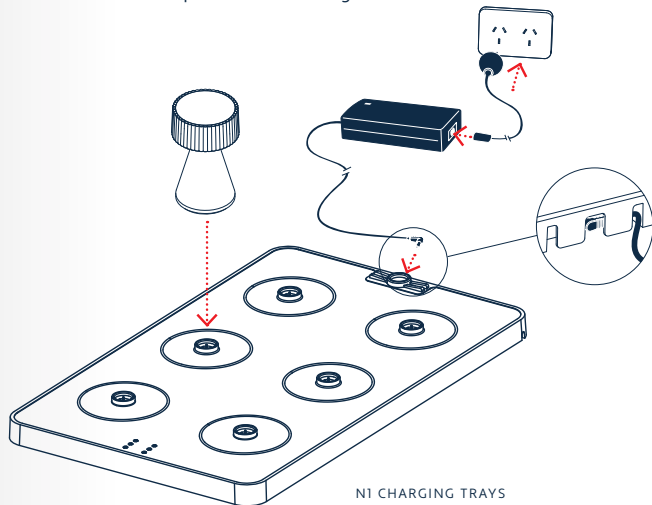
- 1 Plug the charger into the power.
- 2 The indicators on the charger will display a startup sequence when you plug in the power.
- 3 Place the lamp onto the charging point when a solid/constant blue light is displayed.
- 4 All N1 lamps are put into shipping mode to conserve power. On first use, the lamp will require at least 30 seconds on the charger to exit shipping mode and we recommend fully charging the lamp.



N1 CHARGING BASE

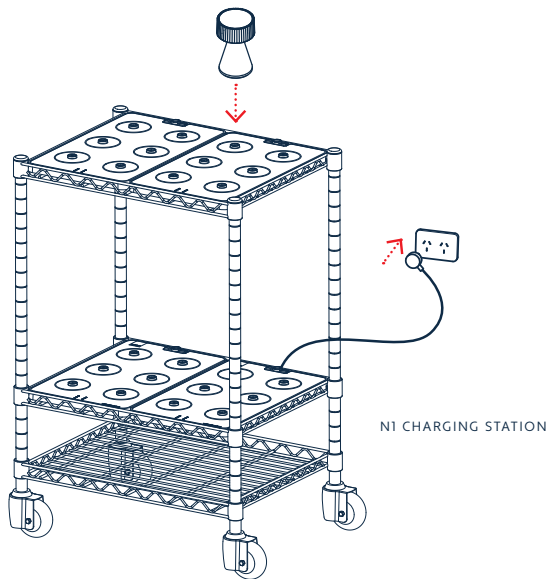


Your light will automatically turn off when placed on the charger.

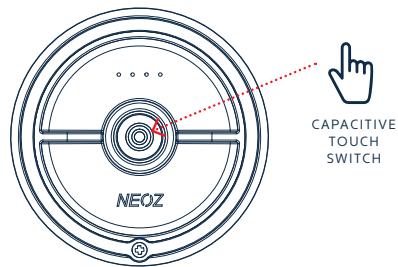


N1 CHARGING TRAYS

## Charging your Lamp



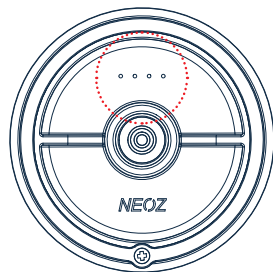
## Brightness Adjustment



QUICK TAP



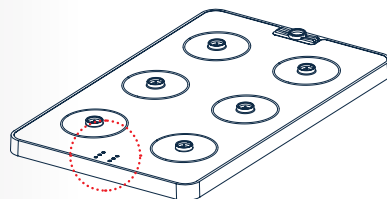
## Battery Charge Level Display



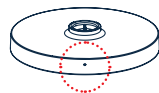
BASE OF  
N1 LIGHT ENGINE

○ ● ● ●	<b>100%</b>	FULL CHARGE, ALL BRIGHTNESS LEVELS AVAILABLE
○ ● ● ○	<b>40%</b>	ONLY LOW & MEDIUM BRIGHTNESS LEVELS AVAILABLE
○ ● ○ ○	<b>25%</b>	LOW BATTERY WARNING, LOWEST LIGHT LEVEL ONLY
● ○ ○ ○	<b>0%</b>	BATTERY DEPLETED, PLEASE RECHARGE

## Charging Status



N1 CHARGING TRAYS



N1 CHARGING BASE

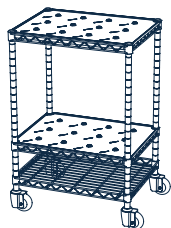
●	<b>RED</b>	CHARGING
●	<b>GREEN</b>	FULLY CHARGED
●	<b>BLUE</b>	STANDBY / NO LAMP

# Backward Compatibility

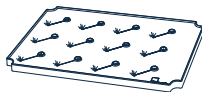
N1 equipped lamps are designed to work with our legacy charging trays and charging stations. These lamps will charge at the same rate; however, the indicator lights will behave differently.

The N1 equipped lamps are not compatible with the previous single base station.

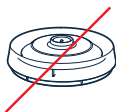
●	<b>BLUE</b>	STANDBY / FULLY CHARGED
●	<b>RED</b>	CHARGING



LEGACY CHARGING  
STATION



LEGACY CHARGING  
TRAYS



LEGACY SINGLE  
BASE STATION  
(NOT COMPATIBLE)

# Cleaning

## GLASS

Apply a silicon based cleaner and wipe with soft cloth.

## RESIN

Apply a small amount of moisturising hand cream and wipe with a soft cloth.

## PLASTIC

Clean with a damp cloth.

## ANODIZED ALUMINIUM, LACQUERED BRASS, LACQUERED COPPER & GOLD-PLATED

Clean with a damp cloth.

## STAINLESS STEEL

Clean with a damp cloth.

## RAW BRASS

Gently clean, apply brass polish, remove rust with a microfiber cloth or fine steel wool, rinse, dry, buff, and optionally protect with wax or Nano car coating.

Aged Brass is a living finish, gently clean with a dry cloth.

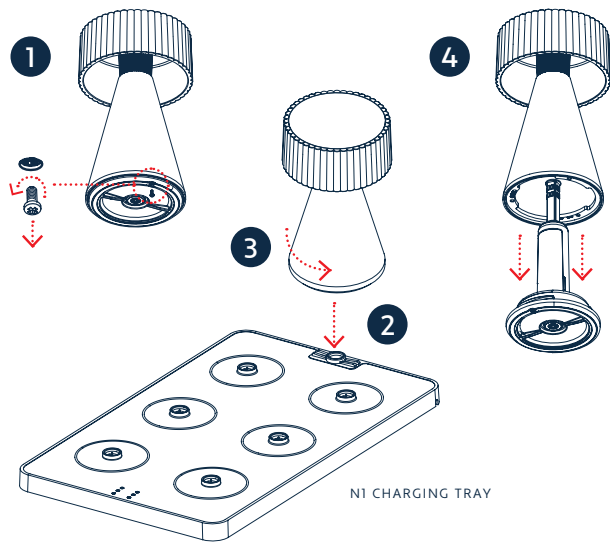
## CHARGING BASE & CHARGING TRAY & CHARGING STATION

For safety, unplug the base station and wait for the indicator light to turn off before cleaning. A dry microfiber cloth is recommended for cleaning the metal contact points to avoid short circuits.

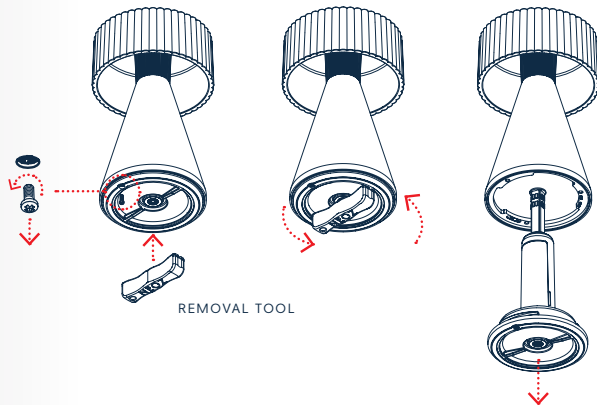
## LIGHT ENGINE BASE

Clean with a damp cloth.

# Removing Light Engine



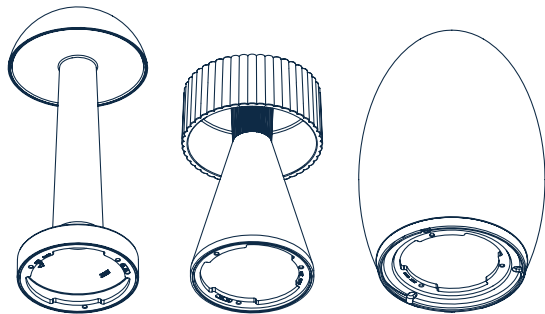
- Remove the screw, keep it in a safe place.
- You can remove the lamp by hand, using the built-in tool on the charging tray or using the removal tool. Please contact us at [service@neoz.com.au](mailto:service@neoz.com.au) for more information.



# Diffuser Replacement

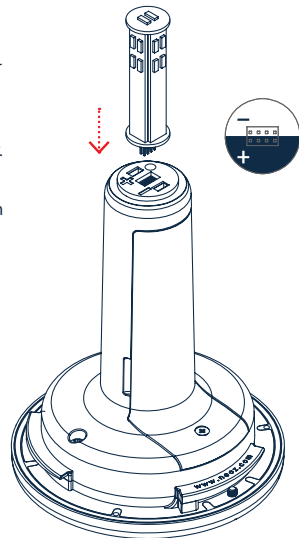
NEOZ has a long-standing commitment to environmentally responsible practices. Every component on your NEOZ Cordless Lamp has been designed to be serviceable and replaceable.

- For lamp diffuser replacement, please contact NEOZ or your Cordless Lamp supplier for more information.



# LED Bulb Replacement

- For LED bulb replacement, please contact NEOZ or your Cordless Lamp supplier.
- Please make sure the +/- polarity is matched correctly.
- Be careful not to bend the contact pins during insertion into the light engine.





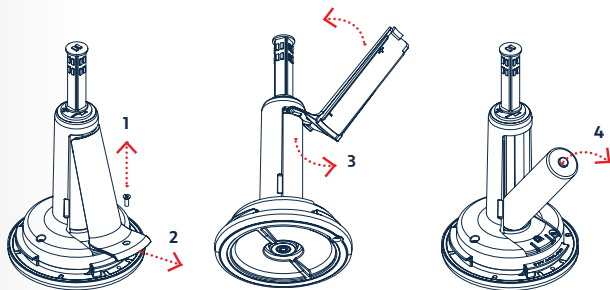
# Battery Maintenance

NEOZ Cordless Lamps are powered by high-capacity rechargeable Li-ion batteries. These batteries will perform to their optimum service life if operated with care.

- The lamp can be recharged at anytime without the need to fully discharge. Lithium-ion batteries do not suffer from a 'memory effect'.
- Use the lamp often, rechargeable batteries like to be exercised for optimum life. Recharge the lamp at least once per month.
- If the battery is completely drained for an extensive period, the lamp may take up to 15 minutes to start recharging.
- Avoid high temperatures. Operating and storing lamps in hot environments will impair performance and shorten battery life. Please refer to page 21 for more information.
- If there is any sign of damage to the battery pack, please stop using it immediately and contact NEOZ for replacement.
- For replacement batteries, please contact NEOZ or your NEOZ Cordless Lamp Supplier.
- Do not connect the battery pack to any other device other than a NEOZ Cordless Lamp.

# Battery Replacement

- Remove the battery door screw and slide the door out.
- You may use the bottom edge of the battery door as leverage to assist with removing the battery cell.
- We recommend using a genuine NEOZ rechargeable Li-ion battery for optimal performance and safe operation.



# Troubleshooting

If your NEOZ N1 Cordless Lamp is not functioning as expected, follow these steps:

## 1 - AUTOMATIC LAMP DIAGNOSIS

Your cordless lamp will automatically check for problems whenever you place it on the charging base or charging tray.

The lamp will take care of any minor issues it detects during this 1-minute process. There's no need for you to do anything while the lamp diagnoses itself.

## 2 - LOOSE BULB

If your lamp isn't turning on, but the status light is lit, the bulb might be loose or dislodged. Follow the LED bulb replacement instructions on pages 14 to fix the issue.

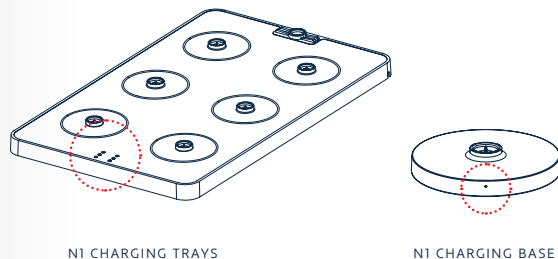
## 3 - HARD RESET










If the issues persist, we recommend you perform a hard reset by removing & reinstalling the battery. A hard reset forces both the lamp and the protection circuitry in the battery to reset & restore to a default state. Refer to page 17 for battery removal instructions.

Should these steps fail to address the problem, please contact NEOZ customer service at [service@neoz.com.au](mailto:service@neoz.com.au) for further assistance.

# Charging System Error Codes

The N1 Charging System features a built-in diagnostic system. In the event of a charging issue, the indicator light will provide a corresponding signal to help identify the cause.



	<b>PURPLE</b>	CHARGING POINT ERROR
	<b>CYAN</b>	POWER SUPPLY ERROR
<div><div>  </div><div>   </div></div>	<b>ALTERNATING BETWEEN YELLOW / OFF</b>	'PRO' COMPATIBILITY MODE ACTIVATED. ALTERNATE CHARGING EVERY 40 SECS BETWEEN GROUP A & B

# Specifications

<b>LIGHT SOURCE</b>	0.75W LED
<b>COLOUR TEMPERATURE</b>	2600 Kelvin / 1800 Kelvin (Optional)
<b>LIGHT OUTPUT</b>	76+ Lumen (2600k) / TBC (1800k)
<b>COLOUR RENDERING INDEX</b>	93+
<b>DIMMABILITY</b>	3 steps
<b>BATTERY</b>	2900mAh 3.6V rechargeable lithium-ion battery. Average of 500+ charge & discharge cycle.
<b>OPERATING TIME</b>	High - 17.5 hours / Medium - 30 hours / Low - 55 hours
<b>CHARGE TIME</b>	3.5 hours
<b>SWITCHING INTERFACE</b>	Capacitive touch switch for lamp control, tilt sensor for LED indicator activation showing battery charge in 3 levels.

## LAMP CONTROL SYSTEM

Low power 32-bit microcontroller for reliable battery recharging and responsive light control. Self-diagnosis and monitoring system for lamp hardware and battery health.

## WORKING CONDITIONS

The lamp accepts a 15V (+/- 0.7V) Input which is regulated internally to charge the internal battery at an optimal rate.

Exposing your lamp to high ambient temperature can permanently damage battery capacity.

Charging temperature: 5° - 30°C (41° - 86°F)  
Operating temperature: 5° - 40°C (41° - 104°F)  
Storage temperature: 5° - 25°C (41° - 77°F)

Operating relative humidity: 10 - 80%, non-condensing.  
Storage relative humidity: 10 - 50%, non-condensing.

## CHARGER OPTIONS

### N1 Charging Base (1 Lamp)

Input: 100V-240V 50Hz-60Hz 0.3A  
Output: DC 24V 0.63A 15.12W

### N1 Charging Tray (6 Lamps) & Station (24/36/48 Lamps)

Input: 100V-240V 50Hz-60Hz 1.5A  
Output: DC 24V 2.7A 64.8W

## CHARGER FEATURES

- Regulated 15.5V charging system with built-in short detection & recovery.
- Backwards compatible with UNO, ECO & PRO.
- RGB (Tri-colour) Charging Status LED indicator.

# Warranty

Every NEOZ Cordless Lamp is backed by our 5-year warranty.

NEOZ warrants all its products to be free from defects in product design, materials, and workmanship. NEOZ will repair or replace (at its option) any product or part thereof which is found to be defective within the warranty period of five (5) years from the date of purchase.

## Making a warranty claim

If you believe a product purchased from us is damaged or faulty, you must notify us of the damage or fault within 60 days of fault identification and within the warranty period by emailing the NEOZ Authorised Service and Repair Centre at [service@neoz.com.au](mailto:service@neoz.com.au) and we will be in touch within two business days to discuss the process going forward, including transportation of the product to a NEOZ facility for assessment.

The benefits provided by the warranty are in addition to other rights and remedies available to consumers in relation to the provision of goods and services to which this warranty relates.

## Warranty inclusions

Any successful product warranty claims include any transportation charges.

Consumables such as battery packs or light sources (bulbs) are covered for a period of 12 months under the NEOZ warranty.

## Warranty exclusions

The NEOZ warranty extends only to the original purchaser who acquires a new product from NEOZ or its authorised resellers. To the extent permissible by law, NEOZ's liability is as expressly stated in this warranty and all other liability is excluded.

Products that are assessed by NEOZ to be damaged as a result of normal wear and tear are not covered by the NEOZ warranty.

Products that are assessed by NEOZ to be damaged due to accident, neglect, misuse, failure to take reasonable care, or failure to use the products in accordance with NEOZ's instructions (including where equipment is modified, installed or repaired otherwise than in accordance with NEOZ's maintenance and servicing instructions, or where any component not supplied by NEOZ is attached to the product) are not covered by the NEOZ warranty.

If statutory consumer guarantees or implied terms apply to the supply of goods in connection with this warranty, to the extent permitted by statute, NEOZ's liability for any such breach of those consumer guarantees or implied terms is limited to, at NEOZ's option, repair of the goods, provision of the goods again, or paying the cost of having the goods provided again.

To the extent permissible by law, NEOZ's liability for consequential loss, including if caused or contributed by NEOZ's negligence, is excluded. Consequential loss includes, but is not limited to, loss of profit, loss of revenue, loss of production, loss or denial of opportunity, loss of access to markets, loss of goodwill, loss of business reputation, future reputation or publicity, damage to credit rating, loss of use and indirect loss.

# Service & Repair

NEOZ has a dedicated service team. We pride ourselves by our long-life products that can be serviced and repaired for many years after your initial purchase.

Servicing and repairs required during the warranty period are subject to the terms of the NEOZ 5-year warranty.

Servicing and repairs are also available outside the warranty period, but at the customer's cost. Specifically, both the cost of servicing and repair and the cost of freight charges are payable by the customer.

## Consumer Guarantees

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

- to cancel your service contract with us; and
- to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to choose a refund or replacement for major failures with goods.

If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done, you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion.

You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

## Regulatory Compliance

The NEOZ Cordless Lamp is an inherently safe, extra-low voltage (SELV) device. The NEOZ Cordless Lamps and chargers conform to relevant Australian & New Zealand (RCM), European (CE), United States of America (UL / FCC), Canadian (IC) and Japanese (VCCI) safety, emissions and immunity standards, as well as radio equipment directives.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation, but there is no guarantee that interference will not occur in any installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause some harmful interference to some radio communications such as analog radio & television reception. If present, you can reduce interference by turning the equipment off, using shielded cables, moving it further from the receiver, or moving it to a separate circuit. For help, consult your receiver manufacturer, dealer, or an experienced technician.

The full list of completed regulatory compliance tests and markings for our various individual products can be found at:

[neoz.com.au/pages/product-legal](https://neoz.com.au/pages/product-legal)

## Waste Electrical & Electronic Equipment (WEEE)



To minimise environmental impact, NEOZ cordless lamps feature replaceable consumable components, such as batteries & bulbs. We offer replacement & repair services for these components to increase the operational lifetime of our lamps.

When this product reaches its end of life, you must by law, dispose of this product and its batteries separately from household waste at designated collection points.

**INCORRECT DISPOSAL OR DESTRUCTION CAN CAUSE A FIRE HAZARD.**

The symbol of a crossed-out dustbin on our product or packaging shall clarify this.

For specific information on recycling this product, contact your local waste disposal service, city recycling department, or the store you purchased it from.

## Servicing & Parts

As the designers and manufacturers of the cordless lamp range, NEOZ provides a complete replacement parts and servicing facility.

FIND YOUR LOCAL DISTRIBUTOR ON OUR WEBSITE:

[neoz.com.au/contact](https://neoz.com.au/contact)

PHONE  
+61 2 9810 5520

EMAIL  
[service@neoz.com.au](mailto:service@neoz.com.au)

HEAD OFFICE  
(BY APPOINTMENT ONLY)

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