

PLATINUMLED

THERAPY LIGHTS



BIO & BIOMAX Therapy Light Instructions for Use & Manual

 PlatinumTherapyLights.com

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Welcome.

Thank you for choosing PlatinumLED as your partner along the path to better living through LED light therapy.

PlatinumLED Therapy Lights are designed to deliver a clinical-grade experience, whether you choose to use them in the comfort of your home or bring them into your professional practice. With over 10 years of experience as one of the world's largest developers and manufacturers of ultra-high power LED panels, PlatinumLED lights emit the highest irradiance values of any other light along with the most advanced, multi-wave spectral output ever created.

We also strive to bring complete transparency to the LED therapy community by openly documenting our product performance and comparison testing, with multiple educational videos and articles available on our website. Ultimately, it is our goal to educate and empower a new generation of users like you to bring the wide-ranging benefits of LED light therapy into their lives.



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Customer Service:

E: support@platinumtherapylights.com

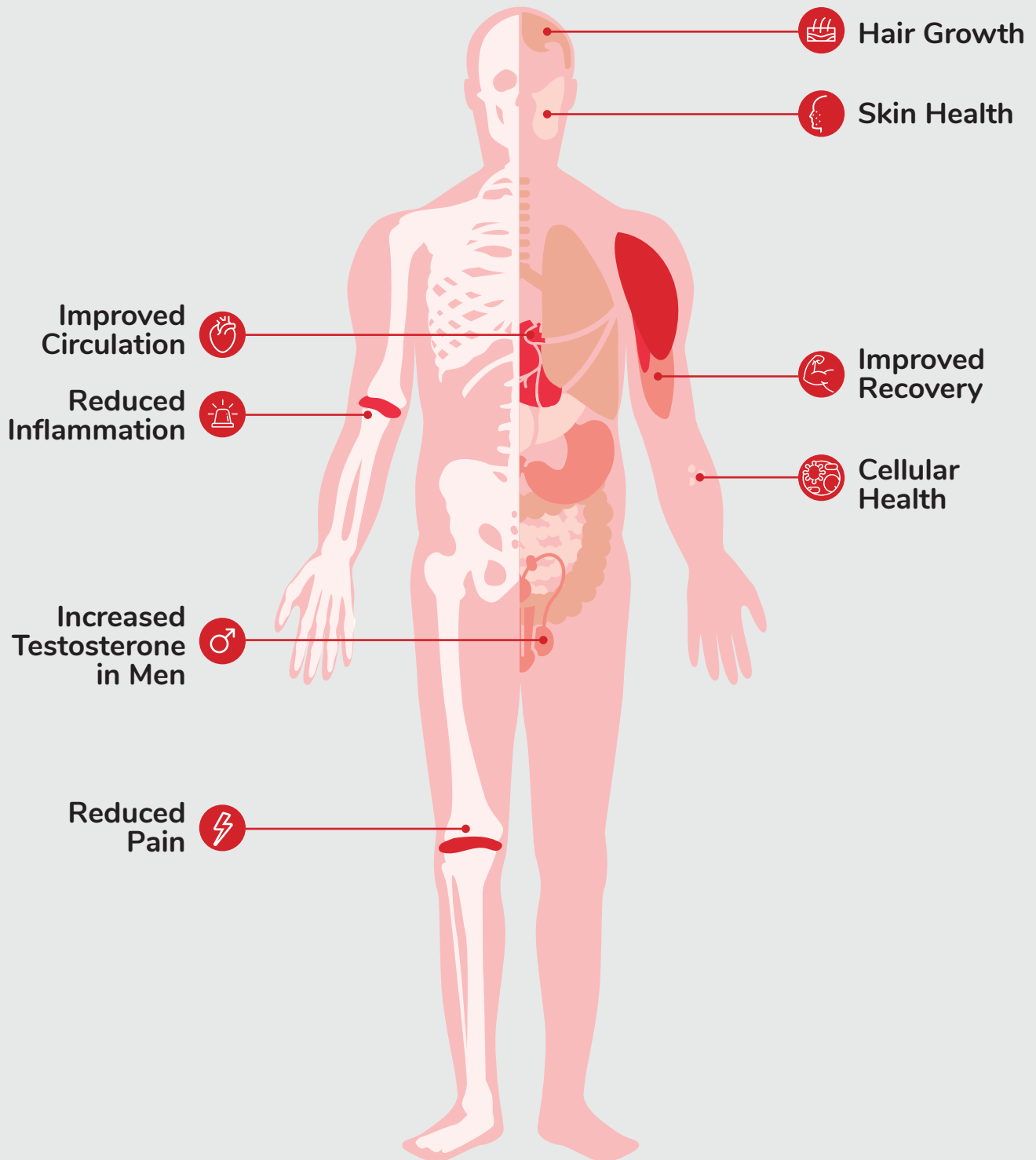
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Understanding LED Light Therapy

LED light therapy has been shown to offer many benefits: from relieving minor aches and pains to improving skin quality through collagen production to helping ease side effects of traumatic brain injuries.

Benefits of LED Light Therapy





Reduce Inflammation

Near-infrared (NIR) light reduces overall inflammation in the body by decreasing the presence of inflammatory markers. This reduction can help ease the symptoms associated with joint pain, sore muscles, autoimmune diseases, arthritis, traumatic brain injuries, and spinal cord injuries.



Improve Circulation

In many studies, LED light therapy has been clinically proven to increase the diameter of blood vessels and to improve circulation. What's more, LED light therapy also protects red blood cells against oxidative stress and limits platelet loss during surgical procedures.



Reduce Recovery Time

For high-performance athletes (and those who train like them) LED light therapy can help accelerate muscle repair following fatigue and injury. Mitochondria within cells are particularly responsive to LED light therapy, and muscle cells are exceptionally rich in mitochondria. LED light therapy may also stimulate stem cells, further assisting in muscle recovery.



Promote Cellular Health

The most significant benefit of LED light therapy is the effect it has on the body's cells. One of the most critical outcomes of LED light therapy on cellular function is the stimulation of collagen production. Collagen strengthens hair, is responsible for the health of connective tissue, and provides our skin with firmness and elasticity.



Stimulate Hair Growth

Alopecia, or hair loss, is a common disorder affecting 50% of males over the age of 40 and 75% of females over 65. Studies have shown that LED light therapy can stimulate hair growth. Red light wavelengths are believed to stimulate epidermal stem cells in the hair follicle, shifting the follicle into the anagen (active growth) stage.



Reduce Pain

In a clinical study, neuropathic pain caused by a spinal cord injury was dramatically reduced by the application of red light treatment. Near-infrared light wavelengths reduce overall pain by easing joint stiffness and soreness, diminishing inflammation, easing muscle spasms and enhancing blood flow.



Increase Fertility

Around the age of 30, male testosterone levels naturally start to decrease. Men hoping to achieve a natural boost to their sex drives, sexual satisfaction, fertility, and physical performance can reap benefits from LED light therapy. Red and near-infrared wavelengths can stimulate photoreceptor proteins in the testes causing higher testosterone production. Other studies have theorized that low-level light therapy may affect the pineal gland in the brain, which bears a significant impact on reproduction.



Improve Skin Health

LED light therapy can dramatically transform the skin. Red light wavelengths in particular target the mitochondrial chromophores within skin cells, generating production of collagen proteins. Collagen stimulation yields more holistic and enduring benefits than simply resurfacing the outer layers of the skin. Stem cells may also be activated, increasing tissue repair. The result is accelerated healing and wound repair, improved appearance in hypertrophic scars, a reduction in fine lines and wrinkles, and improved skin texture.



What Exactly is Light Therapy?

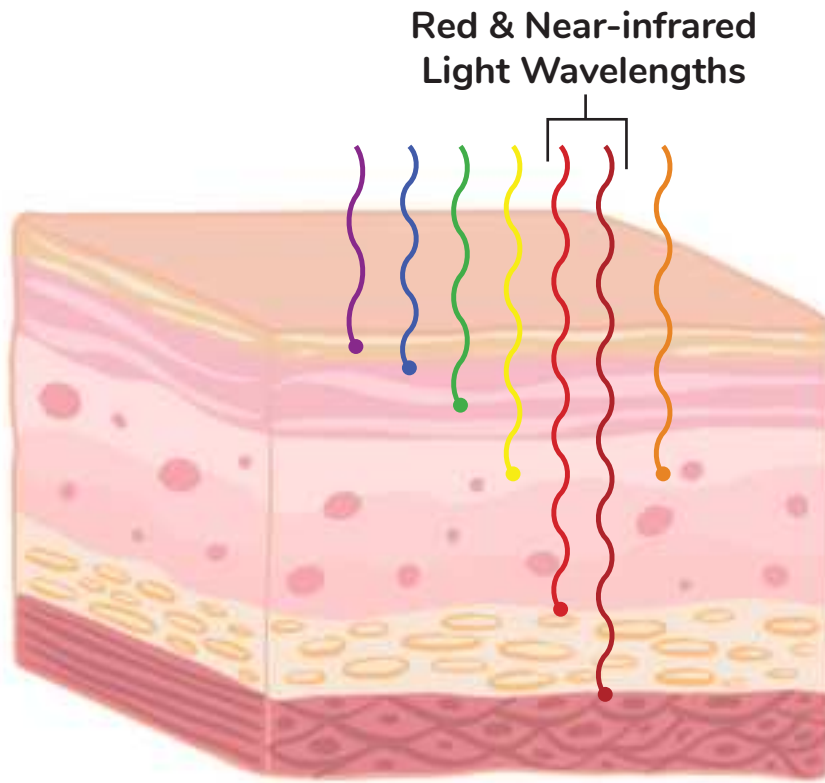
Light therapy is among the earliest recorded healing modalities. Solar therapy was first used by the Egyptians, and forms of light therapy were also practiced by the ancient Greeks, Chinese and Indians.

There's no question that light exerts biological effects: in fact, the body needs light to be healthy. Clinical studies are now establishing how different wavelengths of light affect the body at a cellular level, the conditions that can be successfully treated using light therapy, and the optimal conditions needed to absorb the benefits of light-based treatments.

All light falls along a spectrum of wavelengths. Red and infrared light that falls within the wavelength range of

630-850 nanometers (nm) is extremely beneficial, and often referred to as the “therapeutic window”. These wavelengths of light are bioactive in humans, which mean they have a biological effect on the body like antibiotics or vitamins and affect the function of our cells.

Red light emits wavelengths between 620-700 nanometers (nm). All red light wavelengths are effective and offer health benefits, although certain wavelengths are more powerful than others—particularly those that fall between 630-680 nanometers (nm). Visible red light within this range can penetrate deep into the skin, offering rejuvenating and balancing outcomes for a range of health conditions.



Understanding Red Light Wavelengths

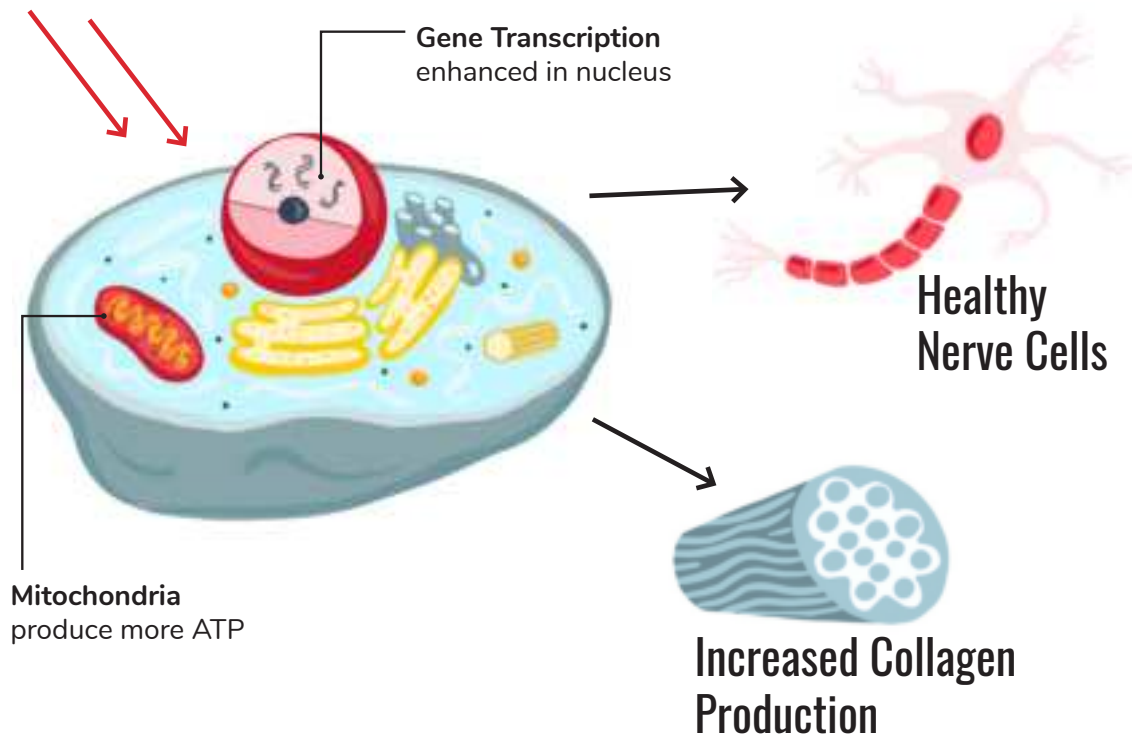
Sunlight includes a component of red light; it is this light wavelength that contributes to the enhanced sense of well-being we experience after a few hours outdoors. LED light therapy devices, such as those offered by PlatinumLED, harness the regenerative healing red light wavelengths, without the more problematic UVA and UVB light rays that can cause skin cancer and premature aging.

LED light therapy, therefore, is the therapeutic science of utilizing red and infrared light wavelengths to assist with the treatment of health conditions, and promote general well-being.

You may have also heard of LED light therapy referred to by other names, such as:

- Low level light therapy (LLLT)
- Photobiomodulation (PBM)
- Soft laser therapy
- Biostimulation
- Photonic stimulation
- Low-power laser therapy
- Cold laser therapy

Red & Near-infrared Light



How LED light therapy Works

During a LED light therapy treatment, chromophores within our cellular mitochondria absorb red and infrared light photons, and convert them into energy. Mitochondria are the powerhouses of cells, responsible for making adenosine triphosphate (ATP), the cell's form of energy, and enhancing the consumption of oxygen.

Once this red light energy has been absorbed by the body, it is then used by the cells to build new proteins such as collagen and elastin, and to assist with cellular regeneration. Red light gives cells a helping hand, ensuring mitochondria reaches its potential by providing it with a full tank of fuel which results in optimal performance for the organism.

You could compare the process to photosynthesis, where plants absorb sunlight and convert it into complex molecules. In LED light therapy, we absorb the energy of the red light photons to enhance our cellular potential, promote oxygen utilization within the cell, and generate ATP, or cellular fuel.

There's nothing mystical about it--the process by which red light transforms bodily tissue at a cellular level has been scientifically proven. Improving the performance of mitochondria in the body improves the body's overall performance and health.

What Our Customers Say:

“The therapy light is fantastic, and the whole experience was great. I was already sold on red light technology, as I have several old lasers and use them for a multitude of uses. But I wanted to call in the artillery and the PlatinumLED is just the ticket. Thank you :)”

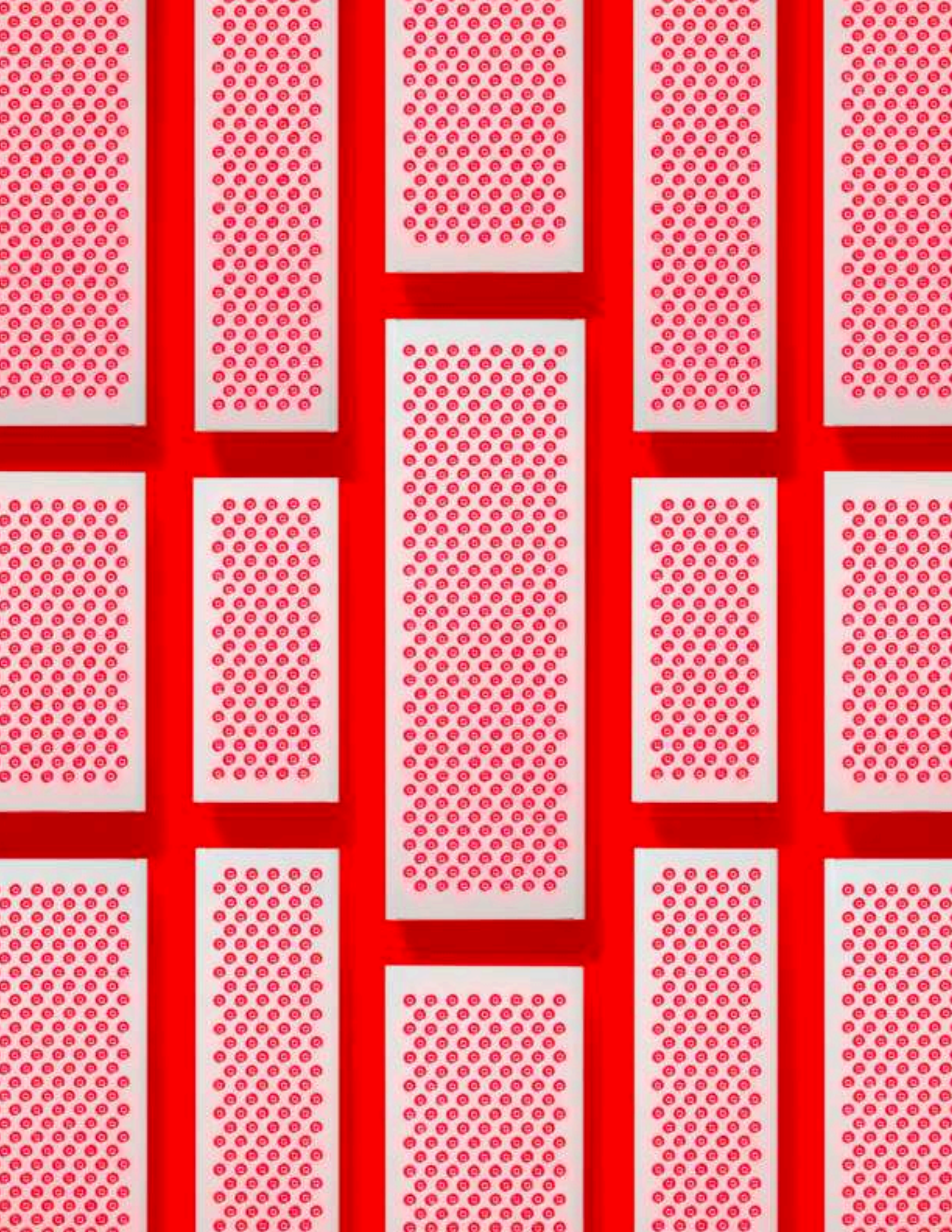
- Devra H.

“ I am thrilled with the excellent quality of the PlatinumLED Therapy Light BIO-300 Combo Red/NIR which meets all my requirements. The product was packaged extremely well, dispatched and received promptly in the UK. Having received very thoughtful and caring help from this company, I can highly recommend them and their Therapy Light.”

- Elizabeth B.

“ I’ve been using my machine for 12 days now and it has helped tremendously to alleviate muscle soreness after tough workouts. Also I’ve noticed that the itching from my eczema has become less severe. I’m looking forward to even more benefits soon!”

- William B.



Indications for Use & Safety Information

Please read all following instructions, precautions, and warnings carefully before use.

Indications for Use

The Platinum LED Therapy Lights' family of medical devices are over-the-counter infrared therapeutic healing lamps intended for medical and therapeutic purposes that emit infrared energy to provide topical heating to end users.







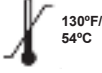





PlatinumLED products are not intended to diagnose, treat, cure, or prevent any disease.

Warnings & Precautions

Use of a PlatinumLED therapy device in any way other than those described in this manual voids the warranty and could result in serious injury. PlatinumLED Therapy Lights are electrical devices. To avoid electric shock, adhere to the following safety considerations:

- Use carefully and follow all instructions in this manual.
- Do not use over sensitive skin areas.
- The unattended use of this device by children or incapacitated persons is not recommended.
- These products use electricity so appropriate precautions should be taken as with all electronic products, including storing away from water in a cool, dry place.
- If the device appears to be damaged or broken or is not functioning, please contact Platinum LED Therapy Lights for a replacement.
- Do not get your device wet or submerge your device in water.
- Do not wash electrical parts with water or liquids.
- Do not directly touch the device or touch the plugs or switches with wet hands.
- Do not apply or touch the device to wet or damp skin.
- Do not pull, carry, or lift the device by its cord. If the cord is damaged, do not use the device.
- Do not use the device if it has been dropped, left outside, or has encountered water or liquids.
- Do not use on or near heated surfaces.
- Do not modify, or attempt to modify or repair, this equipment. There are no user-serviceable parts.
- Do not use or store your device in hot temperatures that are or can exceed a maximum of 130°F (54°C).
- Store in a cool dry place, at room temperature, and away from direct sunlight exposure.

Device Symbol Glossary:

SYMBOL	MEANING
	Product Model Number
	Product Serial Number
	Caution! See instructions for use
	Caution! Electrical device
	Follow instructions for use
	Keep dry
	Do not store above 130°F/54°C
	Manufacturer Information
	Date of Manufacture
	Non-sterile device
	ETL Listed Mark indicates this product was tested by a National Registered Testing Lab (NRTL), found in compliance with accepted national standards, and meets the minimal requirements required for sale or distribution.* <small>*applies only to BIOMAX series devices</small>
	European Restriction of Hazardous Substances (ROHS) Directive 2002/95/EC

FDA Compliance Statements

This product is classified by FDA with classification code ILY, which is a class II device that is exempt from 510(k) Pre-market Notification and Clearance requirements. It is produced at an Establishment which is FDA Registered.

Federal (US) Law does not require that this product be sold on an order or prescription from a physician. This product is permitted to be sold over the counter.



BIOMAX Series

PlatinumLED BIOMAX Series lights are our most advanced series of lights, developed for users that want to take their LED light therapy sessions to the next level.

Combining five powerful wavelengths of light, the BIOMAX series features our patent-pending R+ | NIR+ spectral output utilizing a perfected blend of deep red light consisting of both 630nm wavelengths and 660nm alongside an optimized near-infrared blend of 810nm, 830nm and 850nm wavelengths. Additionally, the BIOMAX series includes fully digital controls with built in timer, allowing the ability to connect multiple panels together to create custom sizes, unique to your treatment needs.

BIOMAX Model Specifications

BIOMAX 300



LED Power Class	300w	Cooling Fans	2 fans
Amps @110v	1.43A	Amps @220v	.71A
Dimensions	19" x 9" x 3"	Weight	11lbs
Power Consumption	157	Warranty	3 Years
LEDs	100 x 3w	Lifespan	100,000hrs
Focusing Lens Beam Angle	90 Degree	EMF Emission	0.0 μ T @ 4"
Best For	Targeted Treatment		
Max Area	92" x 82"		

BIOMAX 450



LED Power Class	450w	Cooling Fans	2 fans
Amps @110v	2.17A	Amps @220v	1.09A
Dimensions	19" x 12" x 3"	Weight	17lbs
Power Consumption	239w	Warranty	3 Years
LEDs	150 x 3w	Lifespan	100,000hrs
Focusing Lens Beam Angle	90 Degree	EMF Emission	0.0 μ T @ 4"
Best For	Targeted Treatment		
Max Area	92" x 84"		



BIOMAX 600

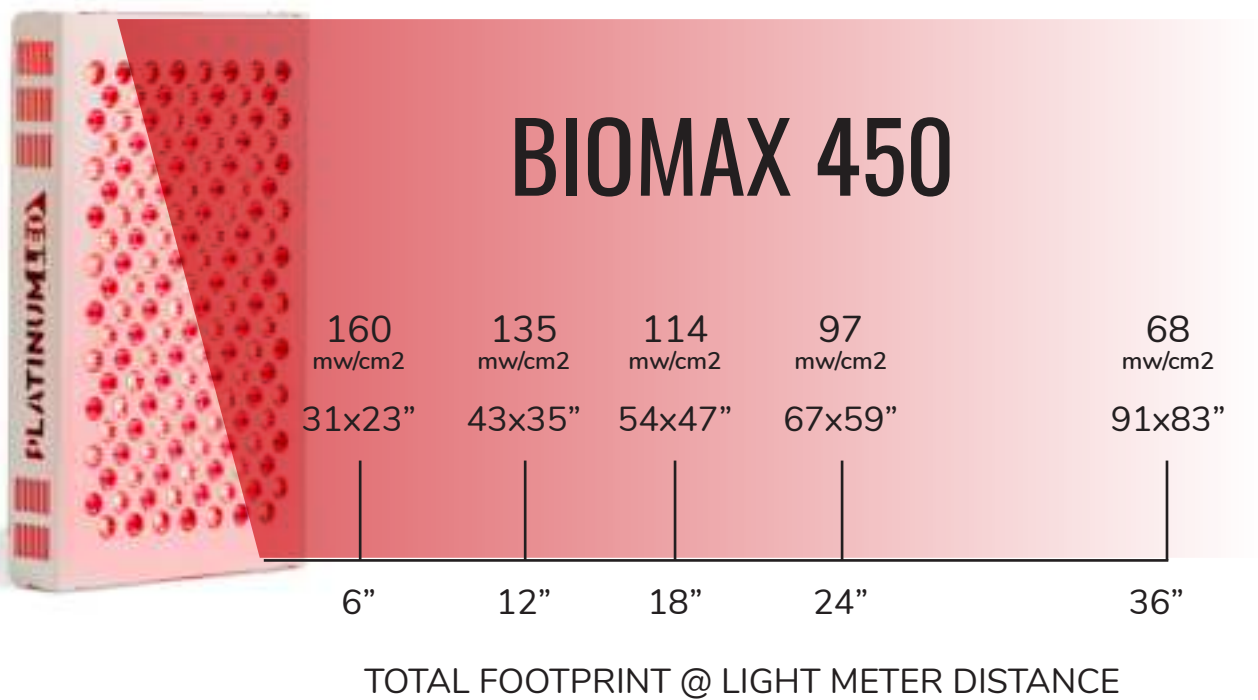
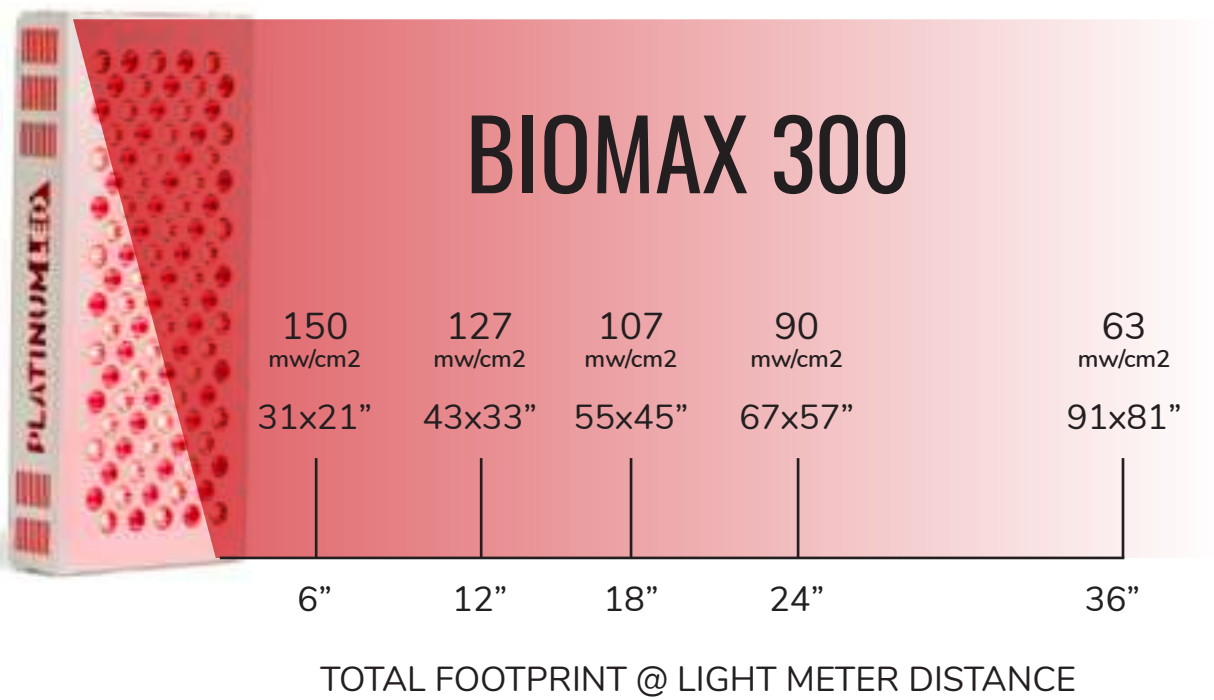
LED Power Class	600w	Cooling Fans	4 fans
Amps @110v	2.86A	Amps @220v	1.43A
Dimensions	36" x 9" x 3"	Weight	22lbs
Power Consumption	315w	Warranty	3 Years
LEDs	200 x 3w	Lifespan	100,000hrs
Focusing Lens Beam Angle	90 Degree	EMF Emission	0.0 μ T @ 4"
Best For	Full Body Treatment		
Max Area	108" x 82"		



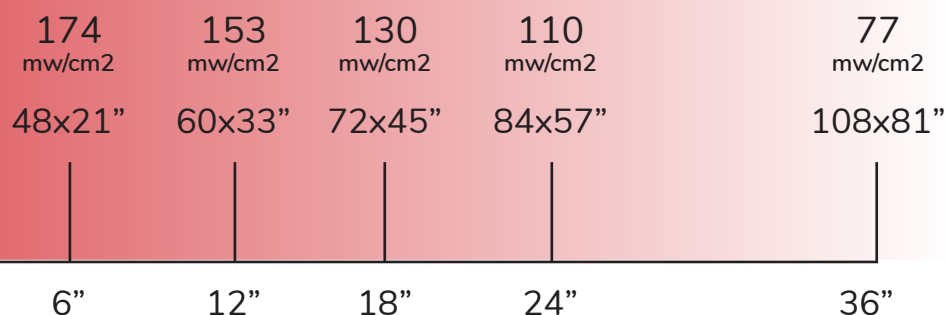
BIOMAX 900

LED Power Class	900w	Cooling Fans	5 fans
Amps @110v	3.45A	Amps @220v	1.73A
Dimensions	36" x 12" x 3"	Weight	33lbs
Power Consumption	380w	Warranty	3 Years
LEDs	300 x 3w	Lifespan	100,000hrs
Focusing Lens Beam Angle	90 Degree	EMF Emission	0.0 μ T @ 4"
Best For	Full Body Treatment		
Max Area	108" x 85"		

BIOMAX Series Irradiance

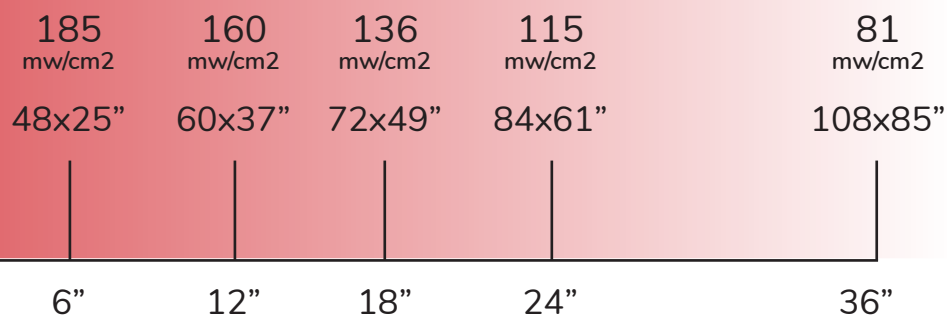


BIOMAX 600



TOTAL FOOTPRINT @ LIGHT METER DISTANCE

BIOMAX 900



TOTAL FOOTPRINT @ LIGHT METER DISTANCE



BIO Series

PlatinumLED BIO Series lights are our original, proven design, delivering maximum intensity in a simple to use, economical package

All BIO lights feature simple on/off power switches for ease of use and make a great starting point for LED light therapy. BIO Series lights are available in three different configurations: All red/660nm, all NIR/850nm or a 50/50 combination of both red/NIR.

BIO Model Specifications

BIO 300



LED Power Class	300w	Cooling Fans	2 fans
Amps @110v	1.14A	Amps @220v	.57A
Dimensions	19" x 9" x 3"	Weight	11lbs
Power Consumption	125w	Warranty	3 Years
LEDs	100 x 3w	Lifespan	100,000hrs
Focusing Lens Beam Angle	90 Degree	EMF Emission	0.0 μ T @ 6"
Best For	Targeted Treatment		
Max Area	92" x 82"		

BIO 450



LED Power Class	450w	Cooling Fans	2 fans
Amps @110v	1.68A	Amps @220v	.84A
Dimensions	19" x 11" x 3"	Weight	17lbs
Power Consumption	184w	Warranty	3 Years
LEDs	150 x 3w	Lifespan	100,000hrs
Focusing Lens Beam Angle	90 Degree	EMF Emission	0.0 μ T @ 6"
Best For	Targeted Treatment		
Max Area	92" x 84"		

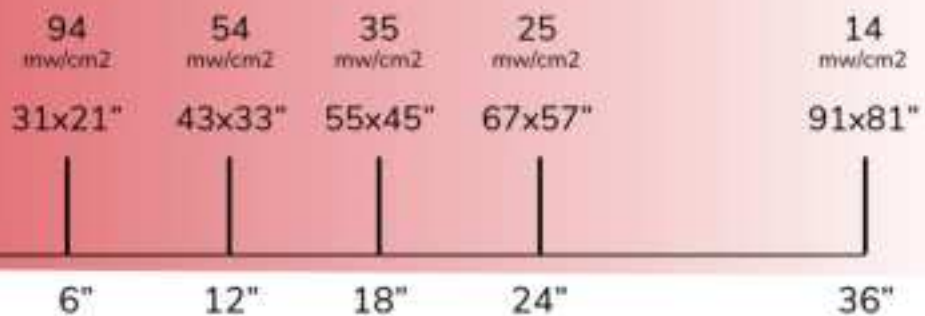


BIO 600

LED Power Class	600w	Cooling Fans	4 fans
Amps @110v	2.33A	Amps @220v	1.17A
Dimensions	36" x 9" x 3"	Weight	22lbs
Power Consumption	256w	Warranty	3 Years
LEDs	200 x 3w	Lifespan	100,000hrs
Focusing Lens Beam Angle	90 Degree	EMF Emission	0.0 μ T @ 6"
Best For	Full Body Treatment		
Max Area	108" x 84"		

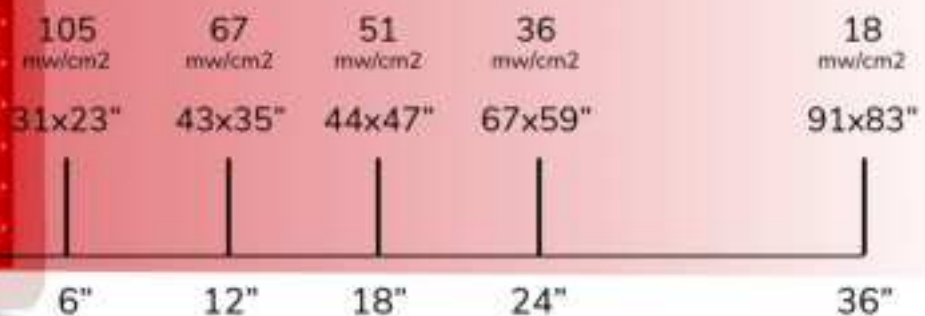
BIO Series Irradiance

BIO 300

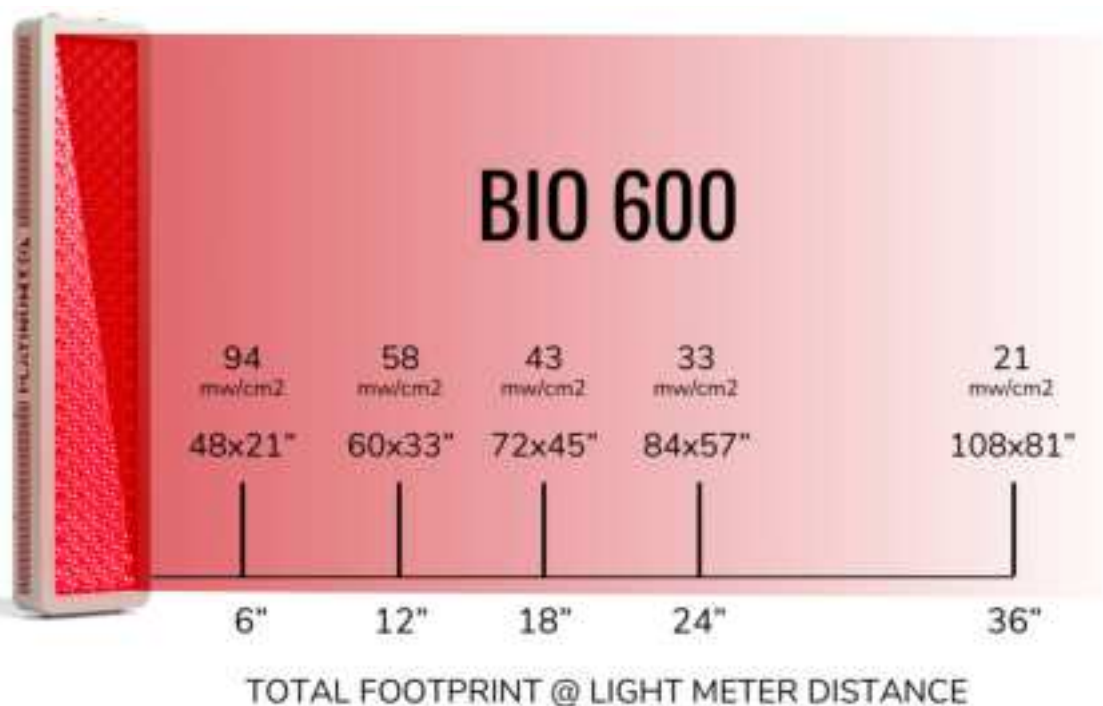


TOTAL FOOTPRINT @ LIGHT METER DISTANCE

BIO 450



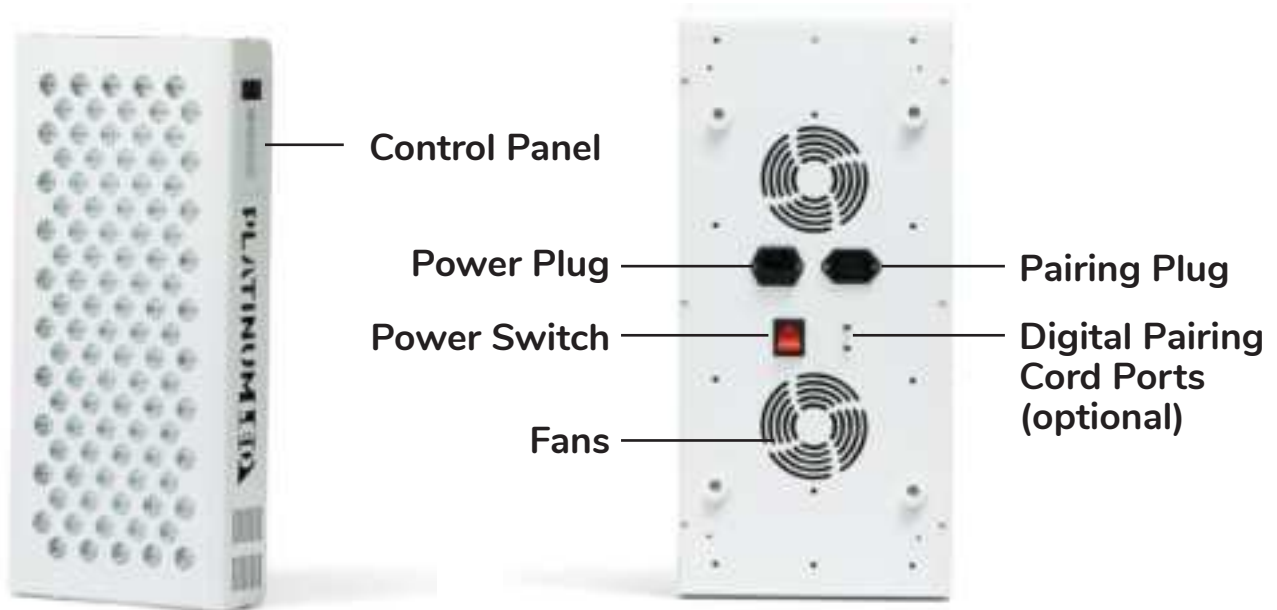
TOTAL FOOTPRINT @ LIGHT METER DISTANCE



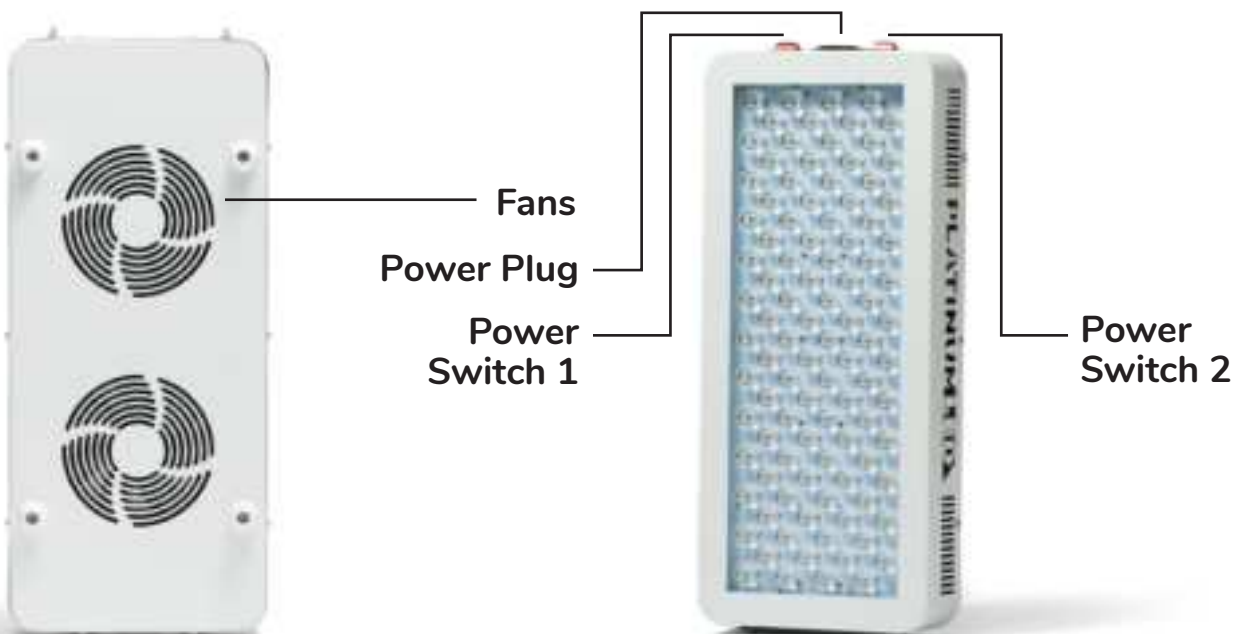


Getting to Know Your Platinum Therapy Light

BIOMAX Series



BIO Series





Package Contents

- A. LED Therapy Light
- B. Eye Protection
- C. Door Hook
- D. Power Cable

- E. Digital Link Cable (BIOMAX Only)
- F. Patch Cable
- G. Hanging Hardware
- H. Cable Assembly & Snap Links

The Platinum LED App



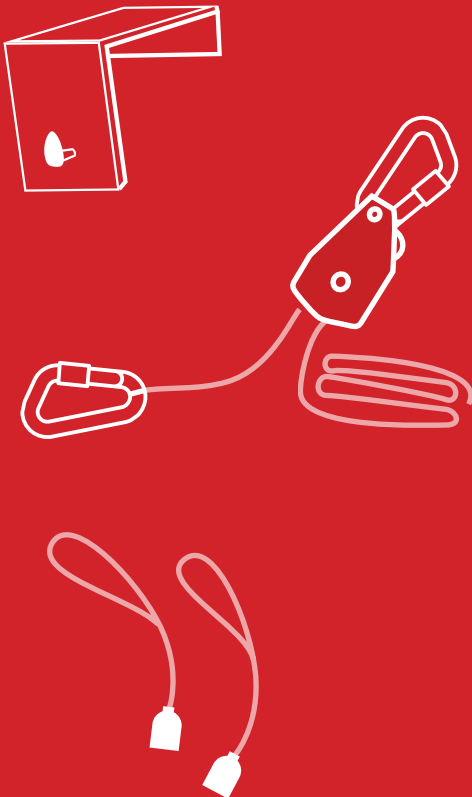
Before beginning assembly of your therapy light, we recommend downloading our companion app. The app will guide you through the setup and configuration of your therapy light.



Assembling Your Therapy Light

1 Get Ready

Lay your PlatinumLED light and all of the included hardware out on a padded surface. For a list of included parts see page 32.

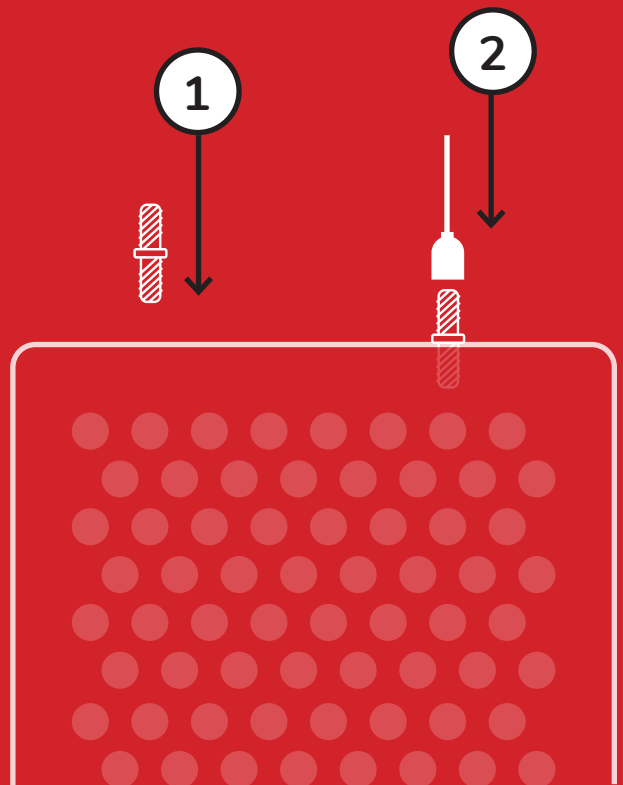


2 Attach Hanging Hardware

Screw the threaded posts into the top of your light. Next, screw the cable supports to the top of the threaded posts.

NOTE – Posts may already be threaded into light.

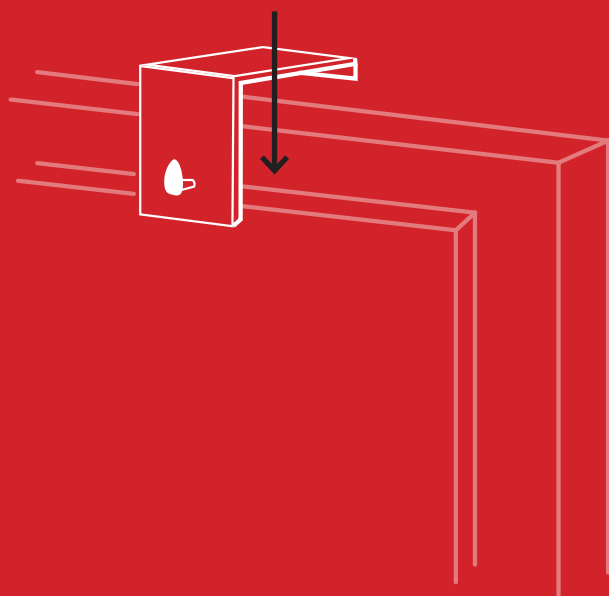
*If you need to connect multiple light units, please see page 42.



Hanging Your Light

1 Attach Door Hook(s)

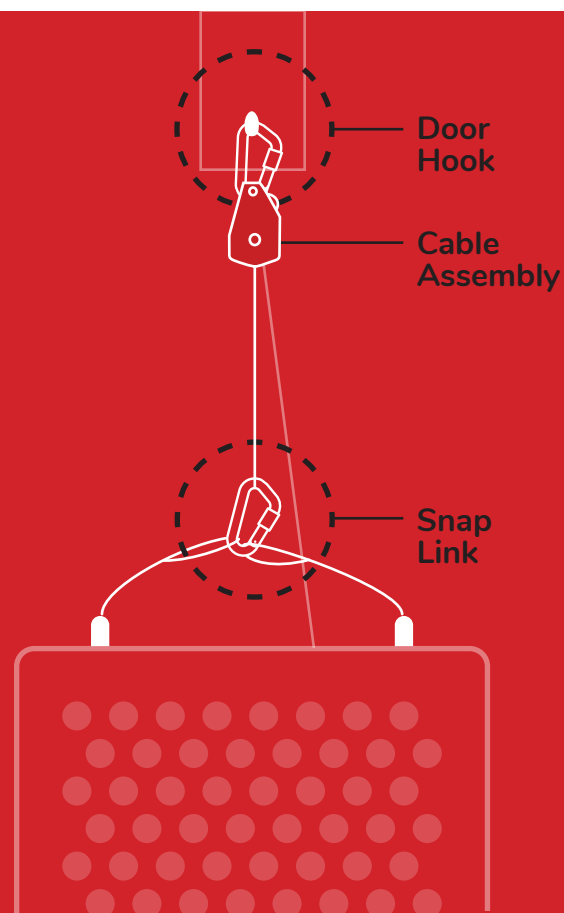
Hang the door hook on the top of any standard-sized door.



2 Connect Hanging Cables

Connect cable supports to the snap-link. Then, hang the other end of the cable assembly directly on the door hook.

The snap link and attached cable gripper allows you to adjust the height of your therapy light.



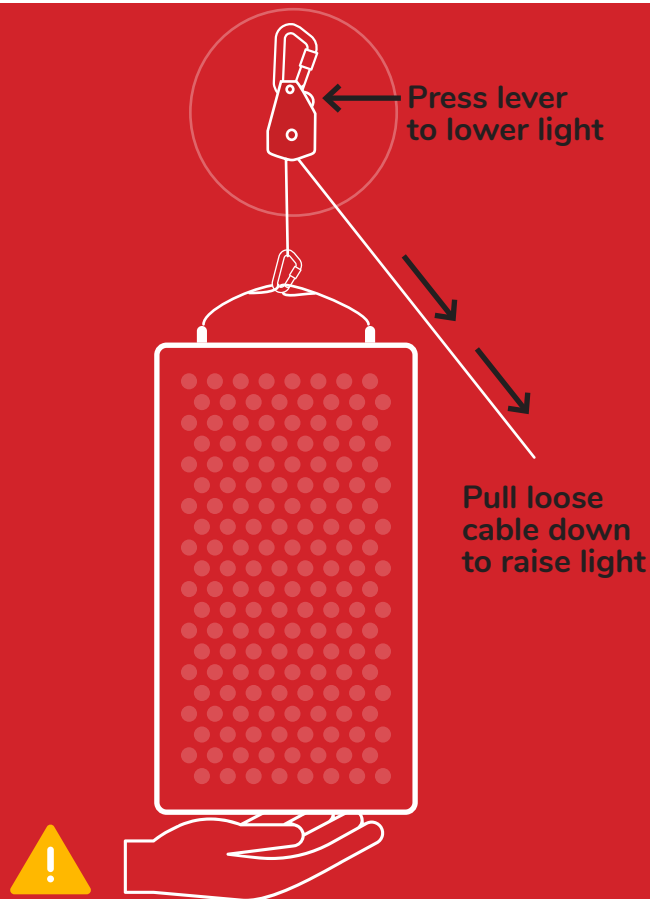
Hanging Your Light (cont.)

3 Adjust Light Height

To raise the height of your therapy light, pull down on the height adjustment cable while supporting the bottom of your light with your other hand.

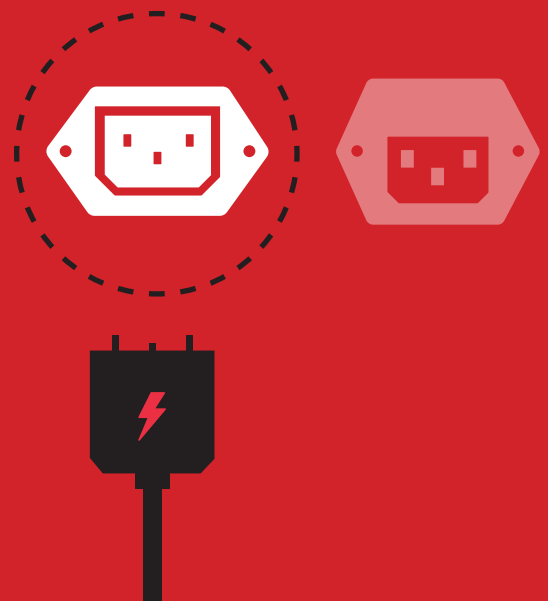
To lower your light, press the lever on the cable box.

 **Be sure to support your light during adjustment to avoid causing damage or injury.**



4 Connect Power Cables

Plug the power cord into the female socket of your therapy light. Next, plug the other end of the power cord into a wall socket.



Powering On Your BIO Series Light

1 BIO Series Lights

Your BIO Light has two red power switches, one on either side of the power cord socket. Each switch controls 50% of the LEDs in your light.

All Red or All NIR BIO Series Lights: Turn both red power switches to the 'On' position to fully power on your light.

Combo Red/NIR BIO Series Lights: If you purchased a combo light, one switch will control all Red LEDs and the other will control all NIR LEDs. To distinguish between the two wavelengths, note that the Red LEDs will light up bright red, while the NIR LEDs will not give off any color. On a BIO Series combo light, flip both power switches to the 'On' position to use both Red and NIR wavelengths. To use only Red or only NIR wavelengths, simply turn off the power switch for the wavelength you don't want to use.



Powering On Your BIOMAX Light

1 Initial Startup

Flip the red power switch to the 'On' position and make sure that it is illuminated.

The logo will briefly display on the screen before displaying the Main Menu.

2 Main Menu

From the Main Menu, you may further select the sub-menus of the light.

Press ON/OFF to immediately turn the light on using the saved timer and dimming settings.

Press TIMER to enter the (3) Timer screen

Press CUSTOM MODE (4) Custom Mode screen

Press SET to enter the (5) Set screen

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ON/OFF

TIMER

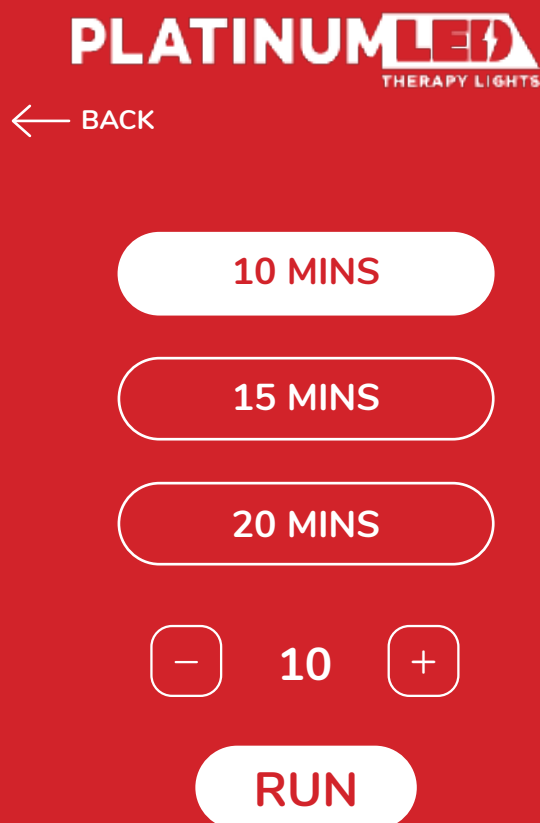
CUSTOM MODE

SET

3 Timer

From the Timer screen, you may select a pre-set time or create your own time using the + and – keys. Once selected, this time will stay in memory and the light will default to this when started.

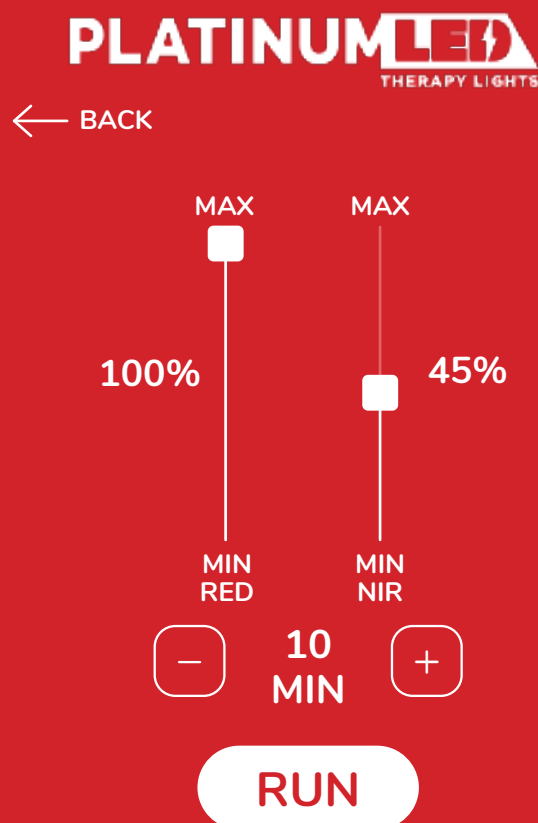
Press RUN to begin the timer and turn the light on using the existing settings.



4 Custom Mode

From the Custom Mode screen, you may dim the individual R+ and NIR+ arrays and create a custom time. Tap the screen once, then adjust the sliders by pressing and moving the slide points. The light will illuminate while you do this so that you can see the adjusted output.

Use the + and – keys to adjust the time if desired and press RUN to illuminate. The settings you make to the LED arrays and timer will stay in memory each time the light is turned on until you change them again.



Powering On Your BIOMAX Light (cont.)

5 Set

From the Set screen, you may select to put the light in PRIMARY, SECONDARY or SOLO mode. This setting will stay in memory and you will not need to select it each time. Press PRIMARY if this light will be used as the first light in a chain of connected lights.

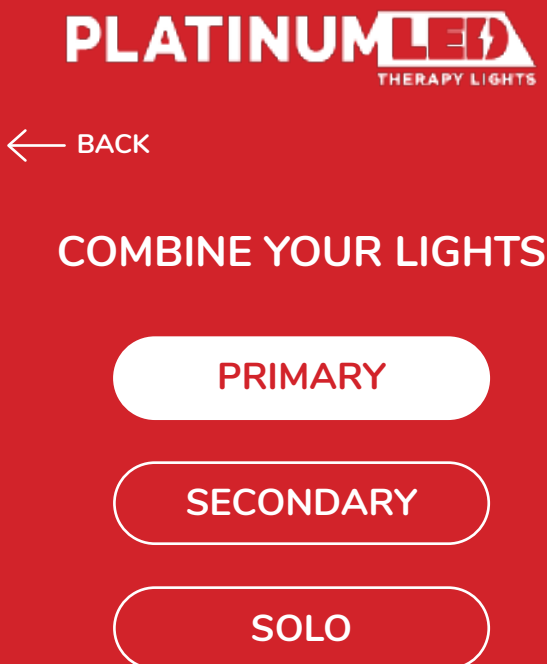
Press SECONDARY if this light will be used as a connected light anywhere in a chain connected to a PRIMARY light.

Press SOLO if this light is to be used by itself with no other lights connected in any way. This function turns off the wireless connectivity feature.

6 Key Pair

Once PRIMARY or SECONDARY is selected, you will enter the Key Pair screen. From this screen, you are able to place the light(s) within a specific group to communicate with each other exclusively. By default, group 1 is selected. You do not need to change this unless you are using multiple arrays in the same room that are to be controlled individually.

Once the group number is selected, you will return to the Set screen. Press the “BACK” button to return to the Main Menu screen.



Additional Treatment Tips

Session Duration & Frequency

For optimal cellular benefit in deep tissue treatment, we recommend 10-20 minute sessions for each desired treatment area at a distance of approximately 8"-14" inches from the device with a max of two to three treatment areas per day. For skin/superficial therapy, we recommend using a greater distance from the light at around 18"-24". Time and distance may vary depending on the individual's response to the therapy. Remember that we always recommend to begin your therapy slowly using less time and more distance while working your way up in order to find your body's own response to the lights.

Eye Protection

Eye protection isn't necessary, but we don't recommend looking directly into the LEDs as it can be uncomfortable. For this reason, we include a pair of goggles in each package for your comfort.

Clothing

Make sure the area of your body you are treating is fully exposed to the light and not covered by any fabric or clothing. Areas not being treated may be covered if you are more comfortable, but clothing is not necessary.

Effects

It is common to feel gentle warmth during and after your treatment. Over time, and with consistent treatment, you can expect to feel more muscle relaxation, reduced stiffness & inflammation, and pain relief. If any type of discomfort or excessive sensitivity is felt, please decrease your exposure time or increase the distance to the light.

Use of R+ and/or NIR+ arrays

All PlatinumLED Therapy Lights have the ability to select between using only the R+ array, only the NIR+ array or both at the same time. For virtually all applications, we recommend to use both arrays all of the time for maximum benefits. However, there may be some applications that the user wishes to use only one or the other. Since it is impossible to advise on all applications, we request the user to please research what may be best for their own usage. The manner in which the user operates the lights is at their sole discretion.

PLEASE NOTE – Usage of NIR light on areas of existing hyperpigmentation may increase this and we recommend using only RED/R+ on these areas.

Connecting Multiple BIOMAX Light Units

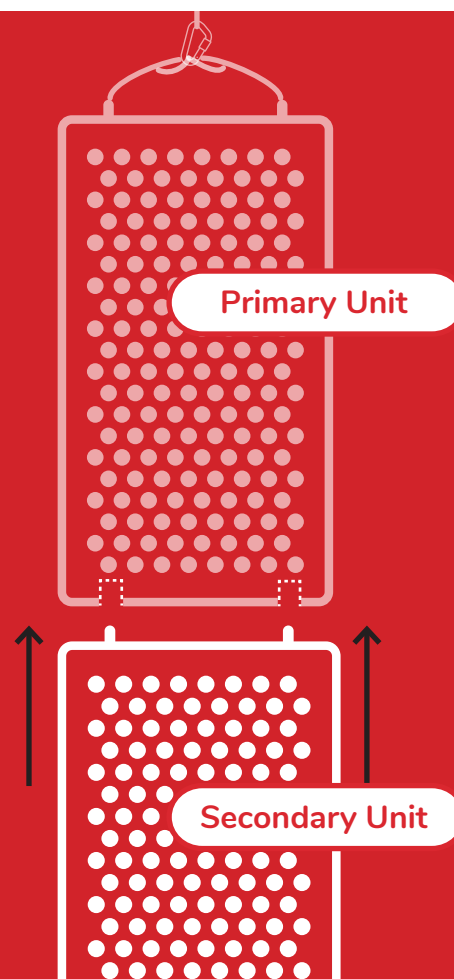
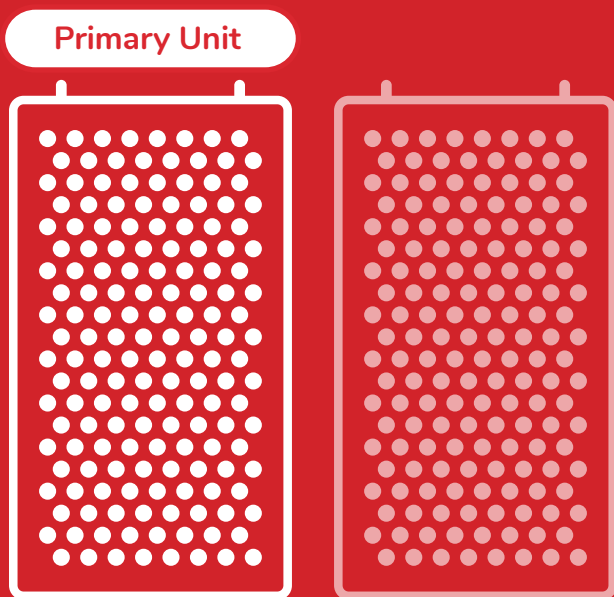
1 Set light types

If you have more than one light unit, you'll need to connect your additional lights together. First, set one unit to be your "PRIMARY" unit using the instructions found on pages 38-40. Second, set all additional units to be your "SECONDARY" unit(s) using the same instructions.

NOTE – All current generation BIOMAX units utilize wireless connectivity and you do not need to use the digital link cable with like units. A digital link cable is included for use when connecting older generation BIOMAX units to the newest generation of lights.

2 Connecting Units Vertically

To connect units vertically, first hang your Primary unit on the door hook. Next, lift the second light and line up its threaded posts with the holes in the bottom of the upper device. Slide the lower threaded posts up into the holes and then push back to lock into place.



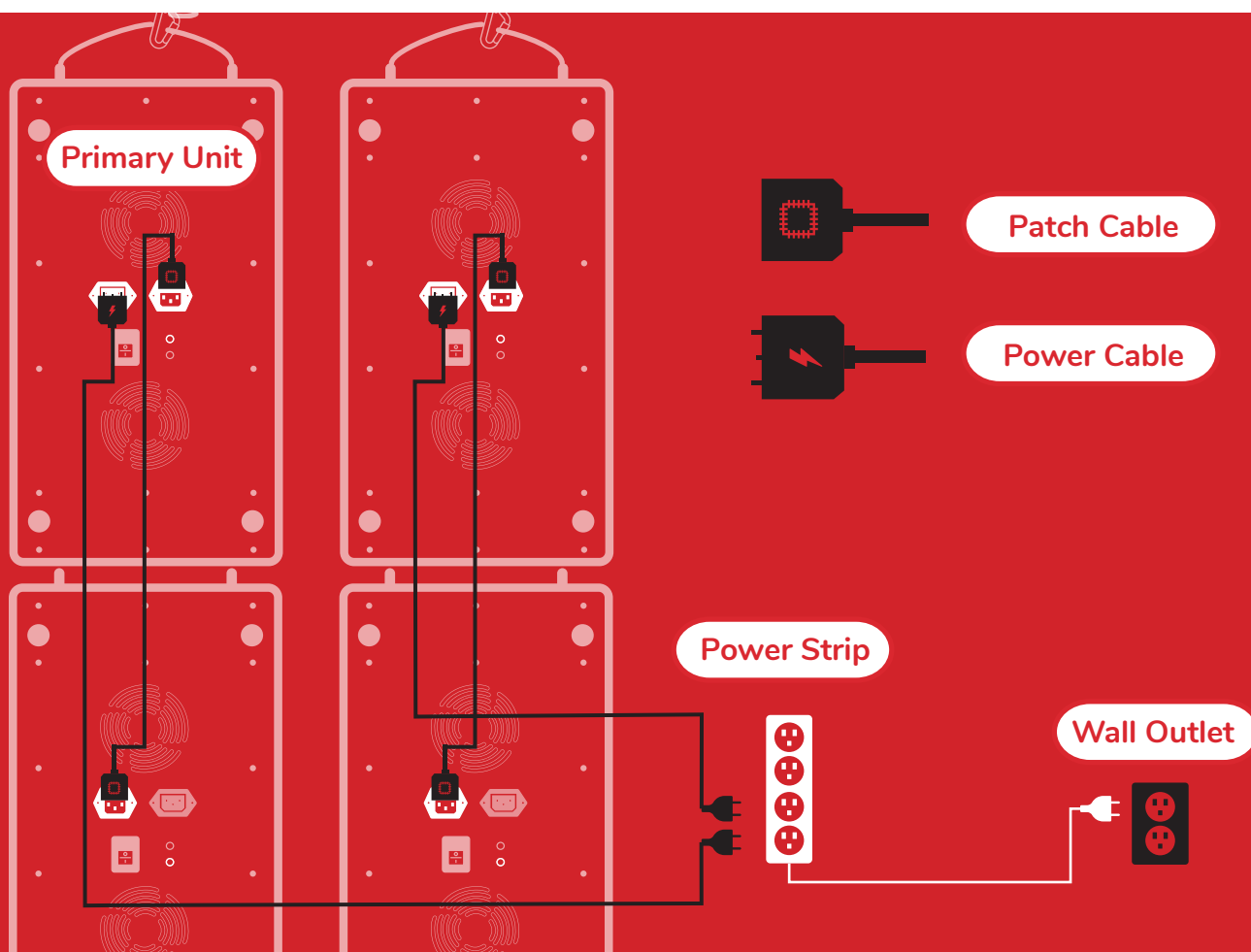
3 Connecting Large Arrays

First, connect the power cable to your Primary unit and plug into a wall socket. Leave the main red power switch off for now.

Then, connect your Primary unit to your Secondary unit using the patch cable. This allows power to flow through both units. Finish by turning all main red power switches to on

To create and connect an array of more than two lights, a maximum of only two lights should be connected by power to each other at a time. Please connect the first chain of two lights together as shown and the second chain of lights together in the same way. Connect the power of both chains of light to a single power strip and then connect this power strip to your wall outlet. Make sure that only one light in the array is set to PRIMARY and all other lights are set to SECONDARY.

CAUTION: Never exceed a 15A total load when connecting multiple lights!





Troubleshooting

► Why do some of the LEDs look like they are not working?

Remember that we use NIR (Near infrared) LEDs in all BIO R/NIR lights and BIOMAX lights. These LEDs will appear to not be working or be very dim due to the fact that infrared light is virtually invisible to human eyes. They may not look like it, but they are EXTREMELY bright to your body! It is normal for the NIR LEDs to appear in this manner.

► Why is my panel not lighting up?

First, please make SURE to review the usage instructions for the lights found on pages 30-32. You will need to use the digital control panel to operate the light and it will not illuminate until you complete this process. After this, please check to make sure that the power cord is fully pushed in all the way into the plug on the light. The first time that the plug is inserted, you may need to use a little force since the materials are new. Next, try plugging the light into an alternate outlet. If the panel is still not lighting up and it is a BIOMAX unit, check to make sure that the red, master power switch on the back of the light is flipped on and illuminated. Please contact us for further assistance if none of the remedies work.

► Why is the second BIOMAX panel connected not lighting up? Why is it not being controlled by the first panel?

First, please check to make sure that the jumper power cord is fully pushed in all the way into the plug on the light and that the red, master power switch is flipped to the on position and is illuminated. If the panel is still not lighting up, check the plug inlet on the light for the removable fuse. For digital control, make sure that the small, black cord is plugged into both lights in either hole. Make sure that the light that is plugged in from the wall – the “PRIMARY” light – has its menu option set to “PRIMARY”. Make sure that the other light that is plugged into the “PRIMARY” light has its menu option set to “SECONDARY”. If you are still experiencing problems, please contact us for further assistance.



Frequently Asked Questions

- For answers to frequently asked questions, please visit our website, www.PlatinumTherapyLights.com.

If you have a question that isn't answered in our online FAQs, please reach out to us directly via email or phone:

Email Us:

support@PlatinumTherapyLights.com

Call Us TOLL FREE:

(844)-533-4769

Our phones are answered from 9AM - 5PM PST M-F



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Warranty Information & Return Policy

60 Day Satisfaction Guarantee

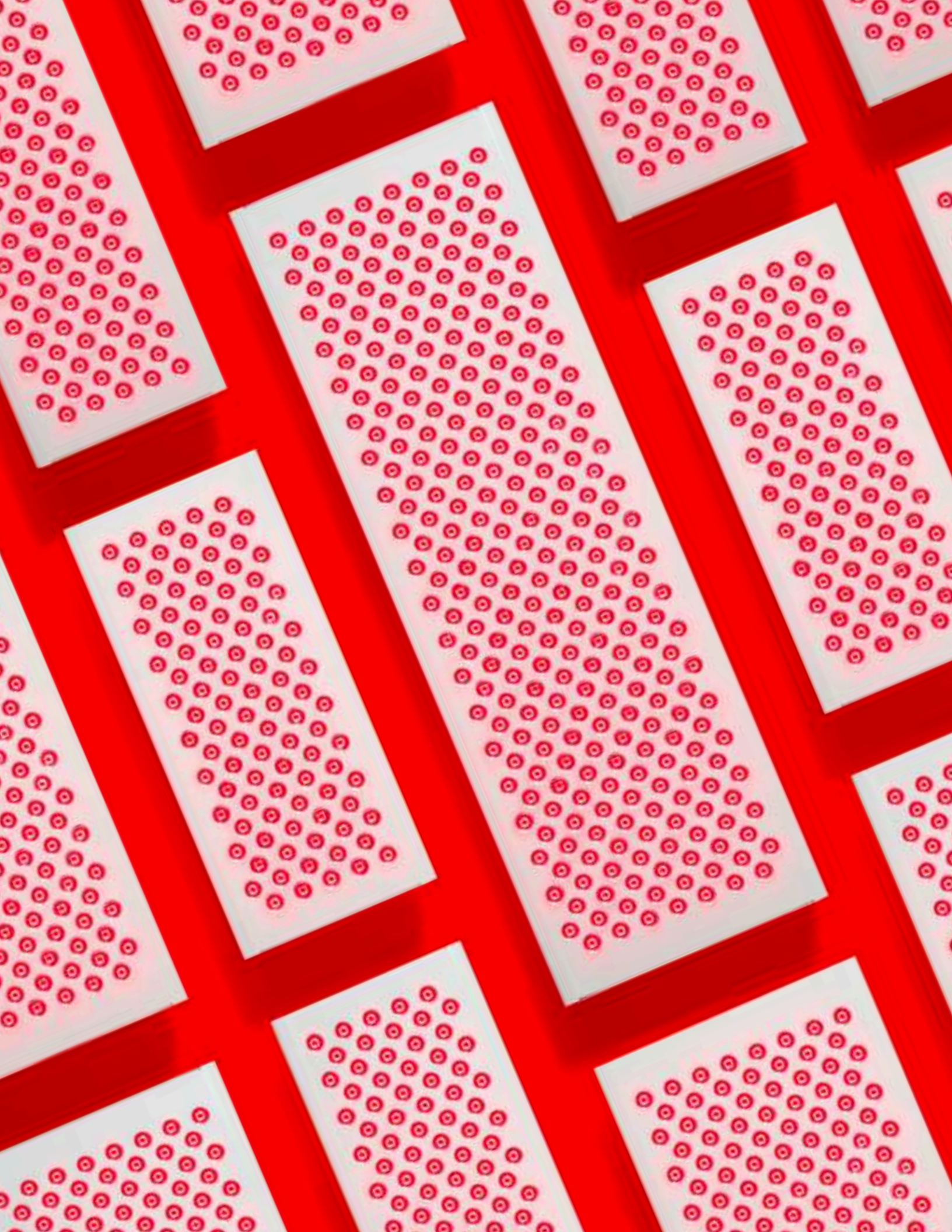
If, within 60 days of your order delivery, you are unsatisfied for any reason, you may return your purchase to us for a refund.

1. When returning a non-defective product, the customer is responsible for all costs relating to shipping the products back to PlatinumLED. International shipping charges are nonrefundable. Products must be returned in their original packaging with all included accessories or the shipment will be refused by the warehouse. A refund will be issued after the product is received and inspected by PlatinumLED for damage or missing accessories. If the returned light is damaged in any way or returned in un-sellable condition, the shipment will be refused/returned to sender. Refunds are processed back to the payment method used in the original order. A 20% restocking fee will be assessed on any elective returned purchases.
2. Any shipment that was shipped correctly but is subsequently refused by the recipient, unable to be delivered with the customer supplied address or returned to our warehouse will incur a flat \$50 fee for shipping/warehousing/receiving charges.
3. All sales on stands are final as stated and they are not eligible for elective returns.

3 Year Complete Warranty

Within 3 years of your purchase, if your light is not working properly, we will fix or replace it. Each case will be assessed on a case by case basis, and we will make sure you're back up and running as quickly as possible.

1. When returning a non-defective product, the customer is responsible for all costs relating to shipping the products back to PlatinumLED. International shipping charges are non-refundable. Products must be returned in their original packaging with all included accessories or the shipment will be refused by the warehouse. A refund will be issued after the product is received and inspected by PlatinumLED for damage or missing accessories. If the returned light is damaged in any way or returned in un-sellable condition, the shipment will be refused/returned to sender. Refunds are processed back to the payment method used in the original order. A 20% restocking fee will be assessed on any elective returned purchases.
2. PlatinumLED will assess each warranty claim on a case by case basis. Resolution of warranty claims may include but are not limited to: shipment of a replacement part or parts, phone or email support to troubleshoot the product, or replacement of the product with a new or refurbished unit. The warranty is good for 3 years from the date of purchase. Any and all customer damage to light is not covered under warranty. This includes breakage/damage from dropping, misuse or tampering with/opening the light without prior authorization.
3. Any shipment that was shipped correctly but is subsequently refused by the recipient, unable to be delivered with the customer supplied address or returned to our warehouse will incur a flat \$50 fee for shipping/warehousing/receiving charges.
4. Warranty valid only to original purchaser if item purchased directly from www.platinumtherapylights.com or authorized re-seller and is non-transferable.





PLATINUMLED

THERAPY LIGHTS

Since 2010, PlatinumLED has been the global industry leader in the designing and manufacturing of ultra-high power LED panels. Our lights emit the highest amount of irradiance than any other LED therapy light on the market today! This delivers more power with deeper penetration than any other light is capable of. Superior power along with our highly advanced, patent-pending R+|NIR+ spectral output achieves the highest results of any other light ever created!



Call Us Toll Free (844)-533-4769

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