

**MODELS COVERED:**

**ALL**



For assistance please contact ILS Products

customer service 979 421 9022  
sales@globalils.com  
www.globalils.com

DATE: MAR 2021

REVISION : 01

**RANCH HAND  
WELCOME**

Thank you for your purchase of the Ranch Hand Solar Lighting System developed and manufactured in Brenham TX by ILS Products LLC. We appreciate your business.

Please read through these instructions carefully prior to installing or turning on your Ranch Hand Solar Lighting Systems light, failure to follow the enclosed instructions or altering the parts included in your kit may void your warranty.

Enclosed you will find:

- Installation instructions for your Ranch Hand Solar Lighting System
- Remote Guide and Instructions
- Warranty and Return Information

**PLEASE ALLOW 2 DAYS FOR  
SOLAR LIGHT TO FULLY CHARGE  
and  
48 HOURS OF OPERATION PRIOR  
TO JUDGING FULL BRIGHTNESS  
LEVELS**

Thank you for your purchase and we hope you enjoy your product,

Ranch Hand Solar Lighting

and

ILS Products Management

## MODELS COVERED:

SAL120-WALL  
SAL500-WALL



For assistance please contact ILS Products

tech@rhsolarlighting.com  
www.ranchhandsolarlighting.com

DATE: MAR 2022

REVISION : 02

RANCH HAND  
INSTALLATION

**PLEASE ALLOW 2 DAYS FOR  
SOLAR LIGHT TO FULLY CHARGE  
BEFORE POWERING ON**

## General Guidelines

- Please read the following instruction carefully and use the product accordingly.
- This summary may not include every detail of all variations and considered steps. Please contact us when further information and help are needed.

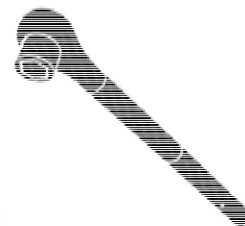
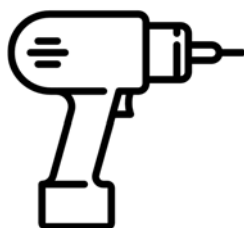
## Notes

- It is recommended that two adults assemble the product. Please assemble this item strictly according to each step in the instructions.
- During assembly, first loosely fit all components then tighten them when instructed.
- Keep the product away from corrosive chemicals to prevent damage to the surfaces.
- Periodically inspect and clean the fixtures solar panel and LED's.

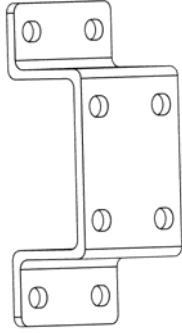
## Warnings

- During assembly, keep all small parts out of the reach of children. It may be fatal if swallowed or inhaled.
- Children are not allowed to climb on the product to avoid personal injury caused by the product tilting or tipping over.
- Please do not use the product if there is/are defective and/or missing parts, as this can result in damage or injury.
- To avoid the potential dangers of suffocation, please keep all parts and packaging (film, plastic bags, foam, etc.) away from babies and children.
- The product should be attached with the included hardware kits.

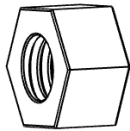
## Tools Required



**X 1**



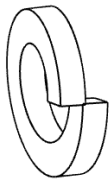
**X 8**



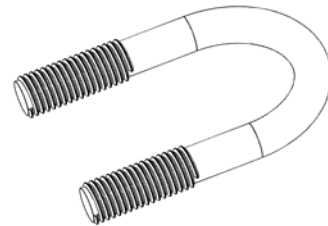
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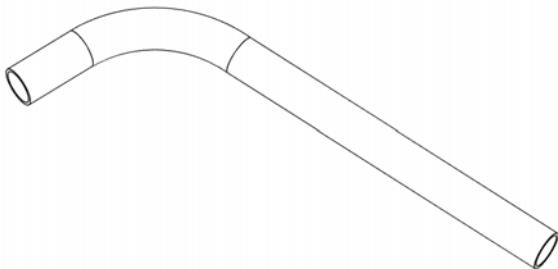
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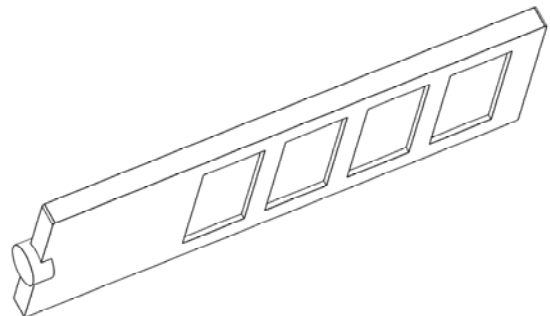
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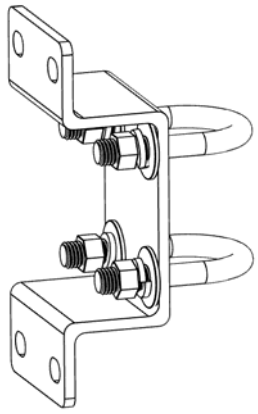


**X 1**



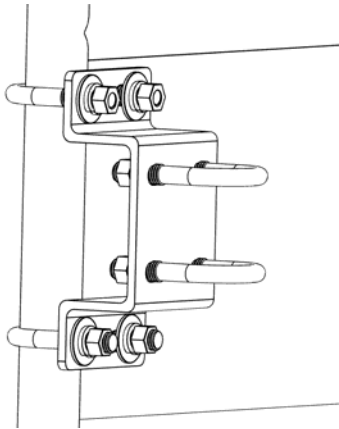
**X 1**





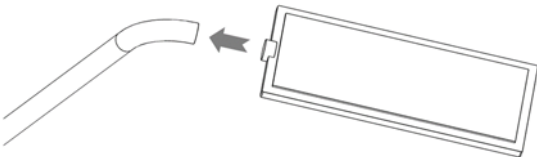
**1**

INSTALL THE U BOLTS WITH THE SPRING AND FLAT WASHERS



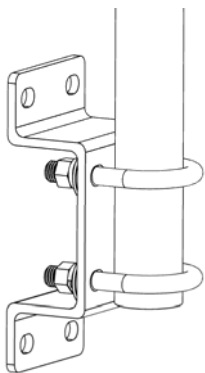
**2**

ATTACH THE BRACKET TO THE PIPE USING THE SECOND SET OF U-BOLTS.  
RECOMMENDED INSTALL HEIGHT IS BETWEEN 18ft and 22ft.



**3**

INSERT THE POLE INTO THE SOLAR LIGHT FIXTURE WITH THE  
SOLAR PANEL FACING UP AND TIGHTEN THE 4 NUTS



**4**

INSERT THE POLE INTO THE U-BOLTS AND TIGHTEN.

## MODELS COVERED: Ranch Hand



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DATE: March 2023

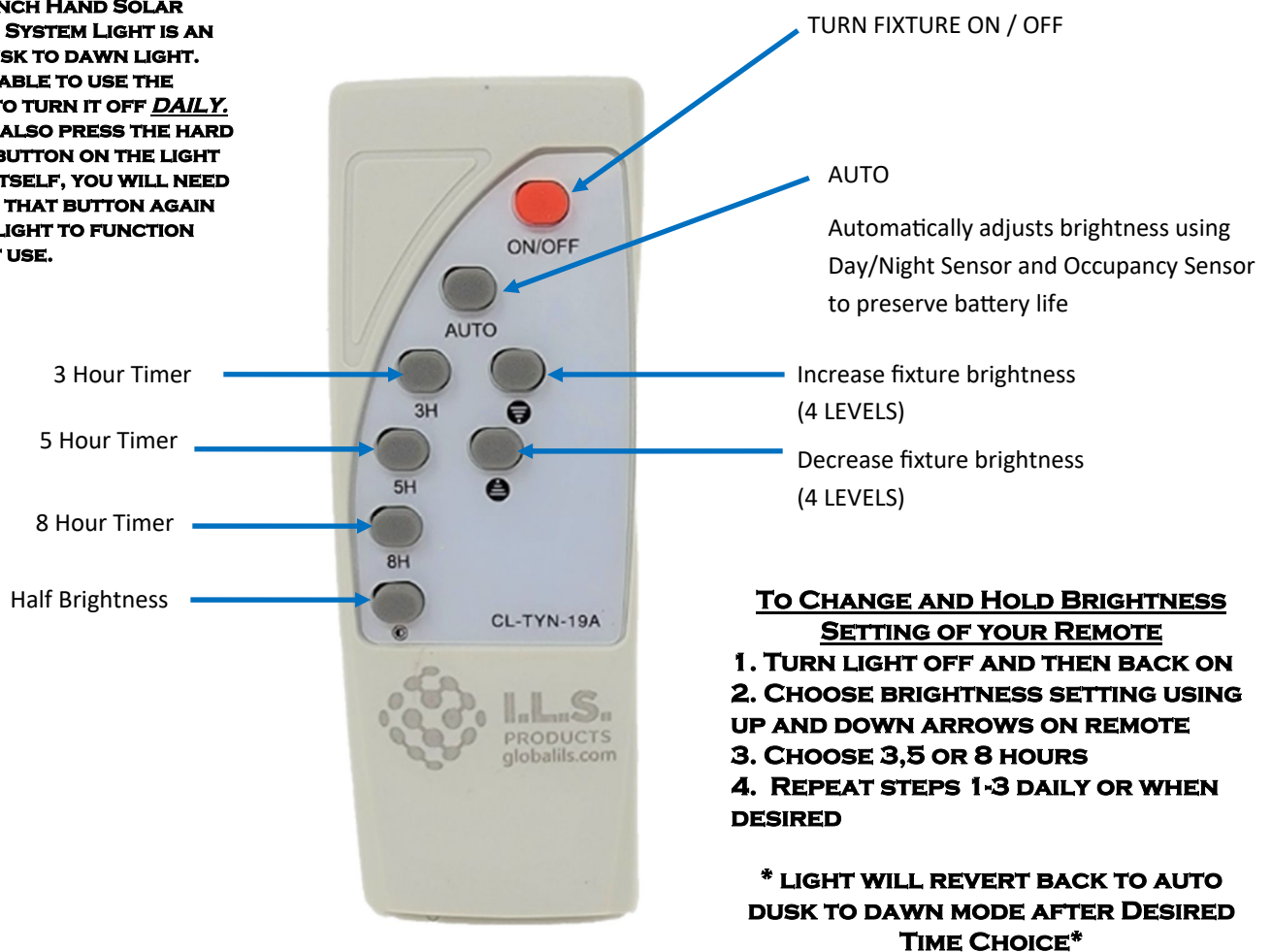
REVISION : 002

## Remote Operation

### General Guidelines

- Please read the following instruction carefully and use the product accordingly.
- This summary may not include every detail of all variations and considered steps.
- Please contact us when further information and help are needed.

**YOUR RANCH HAND SOLAR LIGHTING SYSTEM LIGHT IS AN AUTO DUSK TO DAWN LIGHT. YOU ARE ABLE TO USE THE REMOTE TO TURN IT OFF *DAILY*. YOU CAN ALSO PRESS THE HARD ON/OFF BUTTON ON THE LIGHT FIXTURE ITSELF, YOU WILL NEED TO PRESS THAT BUTTON AGAIN FOR THE LIGHT TO FUNCTION FOR NEXT USE.**





## WARRANTIES AND RETURNS

- Warranties** All ILS Products LLC Solar Area Lights, Corner Casting Adapter, Brackets (excluding nuts, bolts, washers), and poles\* are warranted by ILS PRODUCTS LLC to be free from defects in material and workmanship for One (1) year from the date of shipment. All packages must be opened by the customer within 14 days of receipt to check for damage occurring during transit for warranty to be applicable as follows: THIS WARRANTY DOES NOT APPLY TO EQUIPMENT OR GOODS WHICH ARE MISUSED, OR ABUSED, OR DAMAGED FROM INSTALLATION, OR NOT USED IN ACCORDANCE WITH ILS PRODUCTS LLC'S INSTRUCTIONS. NORMAL WEAR OF EQUIPMENT OR GOODS IS NOT INCLUDED IN THIS WARRANTY. ILS PRODUCTS LLC'S SOLE LIABILITY UNDER THIS WARRANTY SHALL BE LIMITED TO EITHER REPLACING OR REPAIRING WITHOUT CHARGE, AT ITS FACTORY OR ELSEWHERE AT ITS DISCRETION, ANY EQUIPMENT OR GOODS NOT MEETING THIS WARRANTY, OR AT ILS PRODUCTS LLC'S OPTION, REFUNDING THE PURCHASE PRICE. ILS PRODUCTS LLC SHALL IN NO EVENT BE LIABLE FOR ANY OTHER DIRECT OR ANY SPECIAL INDIRECT OR CONSEQUENTIAL DAMAGES OF ANY KIND UNDER THIS CONTRACT OR OTHERWISE. ILS PRODUCTS LLC makes no warranty about the actual grade of steel or its material components other than the representations made to ILS PRODUCTS LLC from its suppliers. ILS PRODUCTS LLC will use its best efforts to ensure that all products are inspected for open and obvious defects including dents, severe pitting, malformations or alterations and will avoid use of such material. Warranty Procedure: Customers who have a warranty claim will need to either provide photo/video evidence of defect or malfunction for ILS Products warranty records. Customers may also send warranty items back to ILS Products for repairs or replacement. ILS Products will review or inspect warranty claim items within 10 days. If no warranty covered issue is found, warranty claim will be denied. If an issue is found, customer will receive replacement item(s) with tracking information and a return label (if applicable) for return of defective item(s). \*poles are only warranted if installed by a certified ILS Products installation company and are found to have a manufacturer defect.

**PHYSICAL DAMAGE:** Physical damage to any product purchased from ILS PRODUCTS, LLC will void our Return Policy & Warranty Coverage provided. Physical damage includes but is not limited to improper handling, installation and/or any other type of damage sustained by irregular use.

**CUSTOMER DEFINITION:** Customer is an individual or entity that has originally paid for the purchase of the product(s) directly from the manufacturer or an authorized distributor or representative. This does not include authorized representative agents. Authorized Distributors and Representatives can be found at <https://www.globalils.com/authorizeddistributors>. NO transfer or sale of the product(s) by the original customer shall be eligible for warranty or returns policy claims.

THERE ARE NO WARRANTIES BEYOND THIS DESCRIPTION. IN NO EVENT SHALL ILS PRODUCTS, LLC OR RANCH HAND SOLAR LIGHTING SYSTEMS BE LIABLE FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES OR ANTICIPATED LOSS OF PROFITS SUFFERED BY THE PURCHASER.

**WARRANTY PROCEDURE:** Customers who have a warranty claim will need to either provide photo or video evidence of defect or malfunction for ILS Products warranty records and review by technical support and engineering department prior to warranty return authorization being issued.



## WARRANTIES AND RETURNS

### PRODUCT RETURN POLICY & PROCEDURE:

**Any wholesale, resale, trade or volume orders over \$2000 in value or more than 10 items are not eligible for return & are covered by Trade, Wholesale Distributor warranty only if applicable** All returns must be pre-authorized by ILS Products, LLC. Please contact ILS Products by telephone +1 979.421.9022 or email [sales@globaliis.com](mailto:sales@globaliis.com) to request return information. ILS Products, LLC, will issue the customer a pre-authorization email with return instructions which must be followed, or the return will be void and no refund will be issued. Seller shall accept returns of normal stock goods for a period of thirty (30) days following shipment delivery for exchange or refund of the purchase price less the shipping fees ***provided that Goods are in their original cartons, unopened and unused and a return has been authorized by Seller.*** Returns that include products that are used, opened, and/or not in their original packaging may be subject to a minimum 50% restocking fee or the return may be refused based on the condition of the returned material except for manufacturing defects. Applicable sales tax will be refunded where allowed by applicable law or statute. International Product returns are at the discretion of the seller and may incur additional costs as the seller deems necessary. International Refunds will not be issued prior to 60 days after Seller receives the returned goods and has inspected such goods to ensure they meet the fore mentioned terms.

Customer is solely responsible for shipping any returned product to ILS Products, LLC. Customer agrees to use only reputable carriers capable of providing proof of delivery and insurance for the entire value of the shipment.

Customer agrees to bear all shipping and insurance charges and all risk of loss for the return product during shipment. Customer agrees that all returned products will be 100% complete, unused in re-saleable condition, and will include the original undamaged packaging material, manuals, and other accessories provided by the manufacturer. If any component of the returned product is missing, or if the product has been used, ILS Products, LLC's Return Procedure will be breached and ILS Products, LLC. may in its sole and absolute discretion, reject the entire return or choose to impose additional charges against the customer for replacement of the missing component(s). Return of an order that has shipped to you under a free shipping offer will result in the actual shipping charges incurred by ILS Products, LLC being charged against your return, any order shipped freight PREPAID, freight/shipping charges paid will NOT be included in the refund amount. ILS Products, LLC will not refund to the Customer the original shipping charges OR original merchant service fees charged by the credit card processing merchant. Any returns made after the 30-day return window will also incur a 50% restocking fee at the sole discretion of ILS Products LLC.

All returns are subject to an inbound inspection which may take up to 10 business days to inspect for damage or missing components upon receipt at our Brenham Texas facility. On completion of inspection an email will be sent to the customer outlining any fees as listed above as associated with the return and the total amount to be refunded to the customer. ILS Products, LLC will process the return payment within 30 days from the date of inspection of the returned goods to the Brenham Texas facility. International refunds will not be processed prior to 60 days from date of inspection. Please note that your banking institution may take up to 10 business days following refund to process the refund amount. Any refunds will be issued via the payment method preferred by ILS Products LLC.

**NO RETURNS WILL BE ACCEPTED** for lights being auto dusk to dawn in function or the customers inability to operate the product(s). ALL Ranch Hand Solar Lighting Systems, except for the Pro Series Solar Lighting Systems, are auto dusk to dawn lights. This information is clearly outlined in literature and online. Dusk to dawn lights come on at night (dusk) when they detect low surrounding light intensity and turn off when they detect increased light intensity from the rising of the sun (dawn) or other increased light from other sources. In addition, no returns will be accepted for lights which are functioning correctly per ILS Products LLC determination of light quality output. ILS Products' Ranch Hand Solar Lighting Systems, are designed to be an affordable alternative to traditional



## **WARRANTIES AND RETURNS**

wired lighting and should NOT be compared to wired lighting options for light output determination.

**Cancellations:** NO ORDER CANCELLATIONS WILL BE ACCEPTED for orders of regular Ranch Hand Solar Lighting System products (not including Pro Series Solar Lighting Systems), in production within the quoted time frame at time of purchase. Should an order cancellation be accepted due to ILS Products LLC extending past the quoted lead time, a refund amount will be processed LESS original credit card merchant fees. ALL order cancellations must be submitted in writing to sales@globalils.com or mailed to ILS Products, 1910 E Tom Green St., Brenham, TX 77833, with subject line ORDER CANCELLATION REQUEST, Receipt#, Name. No order cancellations will be accepted via phone call or text message. Order cancellation requests will be reviewed, and if accepted an email confirmation of cancellation and total amount being refunded will be sent to the email address on file. If you request to cancel an order that has already shipped it will be treated as a return subject to our return policy. Pro Series Solar Lighting Systems are considered special order items and are made to order – as such no order cancellations can be made for the Pro Series. If you request to cancel an order that has already shipped under a free shipping offer, your refund will also be deducted the actual shipping fees incurred as stated in the product return policy and procedure, any order that has shipped with freight/shipping prepaid will not be refunded the freight/shipping fee. Refunds for order cancellations will be processed within 30 days from approved order cancellation notification. Any refunds will be issued via payment method preferred by ILS Products LLC.

**Any wholesale, resale, trade or volume orders over \$2000 in value or more than 10 items are not eligible for return & are covered by Trade, Wholesale Distributor warranty if applicable.**

Customers are expressly forbidden to resell Ranch Hand Solar Lighting Systems, or components therein. Resale permission of these products is solely granted to authorized distributors and representatives who have completed all required legal documentation to do so. Any retail customer found to be reselling ILS Products LLC's Ranch Hand Solar Lighting Systems or components thereof will be prosecuted to the full extent of the law.

A more in depth Retail Terms and Conditions of Sale can be provided upon request by customer, or by visiting our website and clicking on the ILS-OPR-050 Retail (non-trade) Terms, Conditions and Policies of Sale.