

CUSTOMER SERVICE

30
Days
Money Back

30-day money-back guarantee for any reason

For 30 days after the date of purchase, return your Ensenior product and receive a full refund for ANY reason.

12
Hours
Quick Response

Quick response within 12 hours

If there is any problem with our light, please refer to the Troubleshooting page on the Page 7 & 8. If you still could not fix this, please contact us immediately. It doesn't matter if you have installed the product, we will respond within 12 hours.

The fastest way to help us confirm the problem is to send us a video of the problematic light to our official email box.

Please rest assured that our service aim is to make customers 100% satisfied. If there is any problem, please contact us as soon as possible, we will not let you down.

5
Years
Warranty

5-year warranty for quality-related issues

For 5 years after the date of purchase, if there is any issue with the product, we will send a new product for free or a full refund. (no need to return the purchased product)

Under most conditions, we will not require you to return the purchased items. Sure, if you would return the defective one(s) to us, we will be very happy for that would help us to make continuous improvements.

Friendly reminder

We sincerely hope to solve the problem for you. We do not recommend that you leave a product rating first, because we cannot obtain your contact information through the review/feedback, nor can we obtain your relevant information and provide you with compensation.

COMMON TROUBLESHOOTING

We are an LED manufacturer with 10-year experiences and receive feedback from more than 1000 customers every year. According to our statistics, 95% of customers' problems are related to the method of installation and the use of dimmer, which could be solved by customers themselves. To save your valuable time, please read this introduction first to quickly identify the cause, if you encounter any problems.

Problems you may encounter

PROBLEM	POSSIBLE CAUSE	SOLUTION
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Unlit	the wire falls off/ loosens/ breaks	Double check the connection of the wire.
	the connector is missing or the connector lacks metal shrapnel	Double check the connector.
	Voltage is too high	Install the lights on 110 volts.

Dim	the wire falls off/ loosens/ breaks	Double check the connection of the wire.
	not setting the dimmer right	Double check the setting.
	mix the junction boxes (4" and 6")	Check the Voltage, 9W for 4" and 12W for 6".
	compatible dimmer, but too many lights connect to one dimmer	Reduce the number of lights connected to the one dimmer. (Total Power of the Lights≤80% of the Rated Power of the Dimmer)
	total brightness of the lights/house area: too small	Install more lights. Recommended spacing for installation of 4" lights: 2-4ft (6":5-7ft)

PROBLEM	POSSIBLE CAUSE	SOLUTION
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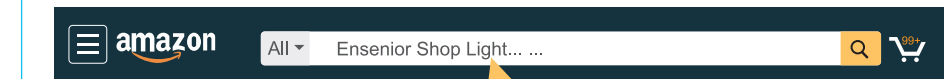
Flickering	the wire falls off/ loosens/ breaks	Double check the connection of the wire.
	not setting the dimmer right	Double check the setting.
	mix the junction boxes (4" and 6")	Check the Voltage, 9W for 4" and 12W for 6".
	(×) incompatible dimmer	We recommend that you could select a dimmer with more than ★★★★★
	(√)compatible dimmer, but too many lights connect to one dimmer	Connect fewer lights to the one dimmer. (Total Power of the Lights≤80% of the Rated Power of the Dimmer)
Buzzing noise from dimmer/ Junction box/ circuit breaker(>20Db)	high-power electrical appliances on the same circuit	Remove and set them further away from each other.

Buzzing noise from dimmer/ Junction box/ circuit breaker(>20Db)	(×) incompatible dimmer	Select a more compatible dimmer from the recommended dimmer list (5 star).
	(√) compatible dimmer, but too many lights connect to one dimmer	Reduce the number of lights connected to the one dimmer. (Total Power of the Lights≤80% of the Rated Power of the Dimmer)
	(×) incompatible circuit breaker	A. Mechanical circuit breaker: replace a compatible dimmer. B. Electronic control circuit breaker: replace the circuit breaker first.
	high-power electrical appliances on the same circuit(radio, air conditioners, refrigerators, etc.)	Remove and set them further away from each other.

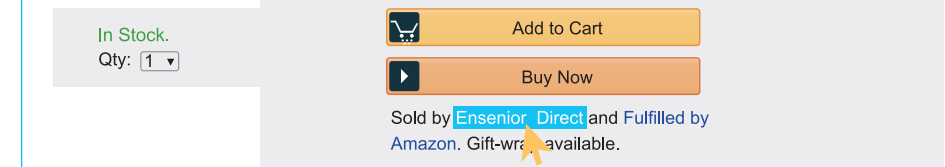
Contact US

Contact by "Ask a question" on the "Ensenior" Seller Page, and attach your e-mail address to the message(7x24H)
Because Amazon's information system sometimes can't successfully receive and send information, in which case you may not receive our response. We will never be able to reply to your inquiry. If you find that we have not responded to you within 24 hours, please send us an e-mail.
Contact via Email: service@ensenior.net(7x24H)
Call us: +1(213)-296-2111(Monday-Sunday 17:00-21:00 PST)

Sign into your Amazon account. Search the product about Ensenior.



Go to the product listing on click the Ensenior Direct.



Click "Ask a Question" or "Contact the Seller"

Have a question for Ensenior Direct ?

Ask a question



Ensenior Rewarding

Scan the QR code to fill the form, you will get 1 Free EXTRA YEAR Warranty.
You also get the chance of participating our FREE PRODUCT TRIALS and Coupon!



SAFRTY INSTRUCTION

Ensenior' s recessed lighting is certified by ETL & Energy Star of a high standard. This canless LED recessed light is IC rated, with more convenient and secure UL connectors. But to reduce the risk of death, personal injury or property damage from fire, electric shock and other hazards, please read all warnings and instructions included with and on the fixture box and all fixture labels, please review instructions carefully before proceeding.

WARNING

RISK OF ELECTRIC SHOCK

- All electrical connections must be in accordance with local and National Electric Code (N.E.C.) standards.
- Consult a qualified electrician if you are unfamiliar with proper electrical wiring connections.
- Turn off the switch and circuit breaker before installing this LED light.
- Do not alter, re-locate or remove wiring.
- Double-check all connections to be sure they are tight and correct.
- Verify that supply voltage is correct by comparing it with the luminaire label information.

RISK OF FIRE

- Keep combustibles and other materials that may burn away from lights.
- The maximum ambient temperature is 104°F. Do not operate fixture at temperatures higher than it.

CAUTION

RISK OF INJURY

- The knockouts may be sharp. Wear gloves and safety glasses at all time when removing luminaire, installing or performing maintenance.
- Avoid direct eye exposure to the light source while it is on.
- Wear rubber-soled shoes and work on a sturdy wooden ladder.

RISK OF BURN

- Do not touch enclosure or light source. It is normal of the luminaire surface heating up during work. Allow lights to cool before handling.

RISK OF PRODUCT DAMAGE

- Do not restrict fixture ventilation. Allow for some volume of airspace around fixture. Avoid covering LED fixtures with insulation, foam, or other material that will prevent convection or conduction cooling.
- Electrostatic Discharge (ESD): ESD can damage LED fixtures. Personal grounding equipment must be worn during all installation or servicing of the unit.
- Do not touch individual electrical components as this can cause ESD, shorten lamp life, or alter performance.
- Do not mix our product with other products (including Ensenior's light, eg. **4"** and **6"**). Mixing junction box of different power will lead to the destruction of the product.
- Do not let the product directly contact with water. Our product is damp-rated but it is not water-proof.
- Do not make or alter any open holes in an enclosure of wiring or electrical components.
- Never connect components under load.
- Please make sure that all wires in and out are wired firmly and sufficiently. If not, there will be a flickering issue or the light will just stop.

IMPORTANT

1. Our temperature has been strictly monitored. But the temperature will be slightly different with varied monitors. Please test them before installation up in the ceiling wall and see the color if it meets your needs.

2. If there is anything wrong with our lights, please see the Troubleshooting page. If you could not find an answer in that page, please refer to the Customer Service page and contact us.

ROUTINE MAINTENANCE

1. Please make sure the power is off before maintenance.

2. To avoid any damage to the product, please do not use any chemical solvents during the routine maintenance.

3. To ensure better lighting, please clean the lamp at regular intervals.

LIMITED WARRANTY

This product is warranted to be free from defects in workmanship and materials for up to 5 years from date of purchase.

If it fails to do so, please contact the Customer Service Team at +1 (213)-296-2111 or visit service@ensenior.net.

STEP-BY-STEP INSTALATION

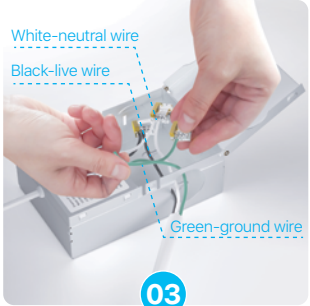
TOOLS REQUIRED: Saw, Measuring Tape, Electrical Wiring (The wire should be AWG14-18 for application to connect the fixture), Safety glasses and gloves.



- Cut a hole with 1:1 size of the cutting template.



- Open the junction box and remove knock-out on the side.
- Run wire from the power source through the hole.



- Use the connector to tuck the wires according to the color.



- Connect (tightly by hand) the junction box to the light panel.



- Put the box in the ceiling hole. Push up the spring clips.



- Push the light in to the ceiling and power on.

SPECIFICATIONS



Ultra-thin LED recessed ceiling light

Ensenior's ultra-thin LED recessed ceiling light is certified by ETL & Energy Star of a high standard. It is compatible with a variety of dimmers and can be widely used in different scenarios. It uses new materials to create a comfortable environment, giving no humming and makes this fixture completely glare-free.

SPECIFICATIONS

	4"	6"
Voltage	120V	120V
Wattage	9W	12W
Current	0.075A	0.1A
Power Factor	0.9	0.9

LIGHTING PERFORMANCE

Lumens	750	1050
Equivalency	75W	110W
Color Temperature	2700K-6000K	2700K-6000K
Color Rendering Index(CRI)	> 80	> 80
Beam Angle	120°	120°
Dimmable	Yes	Yes
Efficiency(lm/w)	83	87.5
Trim Color	WH/BLK/BNI	WH/BLK/BNI

ENVIRONMENT

Operating Temperature	14°F to 104°F	14°F to 104°F
Suitable Damp Location	Yes	Yes
Fits Around Joists	Yes	Yes
Fits Soffit to Double Drywall Ceilings	Yes	Yes

CONSTRUCTION

Housing	Aluminum+PC	Aluminum+PC
Weight	300g	410g

LIFESPAN

Average Life(hours)	50000+	50000+
Warranty	5 years	5 years
Switching Time	> 40000	> 40000

DIMMER COMPATIBILITY GUIDE

TIPS : We recommend that you could select a dimmer with more ★★★★★

Brand	Model	Feature	Star Rating
Lutron	DVRP-253P	Single pole/3-way,250W	★★★★★
	MA-PRO	Single pole/multi-location,250W	★★★★★
	PD-5NE	Smart,250W	★★★★★
	RRD-PRO	Single pole/Multi-location, 250W	★★★★★
	GT-5NEM	Single pole/Multi-location, 250W	★★★★★
	CTRP-253P	Single pole/3-way,250W	★★★★★
	NTRP-250	Single pole,250W	★★★★★
	RRD-6NA	Smart, 150W	★★★★★
	LECL-153P	3-way, 150W	★★★★★
	DVCL-153P	3-way, 150W	★★★★★
	DVWCL-153PH	With Wallplate	★★★★★
	DVCL-253P	3-way, 250W	★★★★★
	SCL-153P	3-way, 150W	★★★★★
	LGCL-153P	3-way, 150W	★★★★★
	PD-10NXD	Smart, 250W	★★★★★
	AYCL-153P	3-way,150W	★★★★★
	TGCL-153PH	3-way,150W	★★★★★
	STCL-153P	Touch, 150W	★★★★★
	CTCL-153P	3-way,150W	★★★★★
	CTCL-150H	Single pole, 150W	★★★★★
	MACL-153M	Digital, 150W	★★★★★
	MACL-153M-RHW	Digital, Kit	★★★★★
	PD-6WCL	Smart, 150W	★★★★★
	P-BDG-PKG1P	Smart, Kit	★★★★★
	MSCL-OP153M	Sensors, 150W	★★★★★
	MSCL-VP153M	Only Vacancy Sensing	★★★★★