



Shenzhen Xuanan Lighting Co., Ltd

ADD: B807, Shiyan Micro Enterprise Science and Technology
Innovation Center, Guanghui Road, Longteng Community, Shiyan
Street, Baoan District, Shenzhen, 518108

Email: xuananlighting@hotmail.com

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Your Reliable Quality Assurance Process

From Order to Delivery – How We Protect Your Project

We Sell More Than Just Products – We Deliver Peace of Mind



Dear Valued Customer,

We understand that in LED lighting projects, your biggest concerns are:

- Parameter mismatches (wrong color temperature, beam angle, or IP rating);
- Production delays that push back your installation timeline;
- On-site failures that damage your reputation with your end-users.

That's why we don't just ship boxes – we manage your project from A to Z. Every order we handle is treated as if it were our own engineering project.



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Our Quality Commitment

1. Pre-Production – Technical Risk Control

Step	Action	Timeline
1. Requirement Confirmation	Send you a Drawing & Installation Parameter Checklist to confirm details: Wattage, CCT, CRI, Beam Angle, IP Rating, Dimming protocol, etc.	Within 24 hours of PO receipt
2. Sample Approval	Produce a pre-production sample for your sign-off. Mass production strictly follows the approved "golden sample."	3-5 working days
3. Certification Matching	Provide compliant CE/UL/ROHS/UKCA documentation based on your destination country's requirements.	Before production starts

2. During Production – Process Monitoring (Our Core Strength)

Step	Action	Timeline
8. Shipment Reporting	Send you loading photos + packaging videos to confirm carton marks, inner boxes, and outer carton integrity.	48 hours before departure
9. Logistics Tracking	Provide shipping documents and proactively remind you of customs clearance lead time and estimated arrival date.	Upon shipment
10. After-Sales Support	Respond to any quality concerns within 24 hours. We'll help diagnose whether it's a driver, LED, or installation issue, and arrange replacement parts or technical guidance accordingly. We never make excuses – we solve problems.	Ongoing



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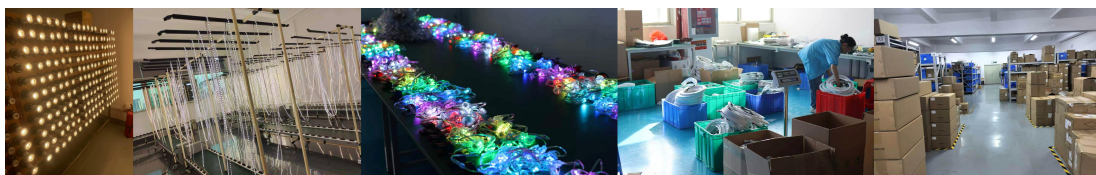
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3. Shipment & After-Sales – Closing the Loop

Step	Action	Timeline
4. Production Schedule	Send you a detailed Production Plan with clear milestone dates.	Within 3 days after order confirmation
5. Pre-Production Meeting	Our QC team holds a meeting with the factory line leader to highlight your special requirements (labeling, packaging, testing, standards, etc.).	Before mass production
6. Mid-Production Inspection	Conduct the first online random inspection (function + appearance) when production reaches 50% completion.	Mid-production
7. Pre-Shipment Full Inspection	Perform 100% final inspection after all units are completed, including: • 100% illumination test • Hi-pot insulation test • Visual check check • Packaging & labeling verification	Before packing

4. Why We Can Deliver This Promise

"Because we are a boutique operation, every single order defines our reputation. We don't survive on volume – we thrive on trust. That's why we go the extra mile on quality control, even when it means more work for us."





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5. Let's Start Your Project Right

Before we quote, we'd love to understand your project better:

- Indoor or outdoor installation?
- Any specific dimming or smart control requirements?
- What's the typical mounting height or environment?

This helps us tailor our QC checklist to YOUR specific project risks.

Contact Us:

Reply within 2 working hours (except weekends)

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