

FAQs About Fenix CL28R Outdoor Lantern

Q1. What kind of LED is used in CL28R? Does Fenix offer to replace LED?

A: Fitted with a COB LED with a lifespan of 50,000 hours.

Fenix does not provide LED replacement services for the time being, and users are not recommended to replace the LEDs independently, which may affect product performance and cause product damage.

Q2. What is the color temperature of CL28R?

A: 2700K to 6000K.

Q3. What are the working voltage of CL28R?

A: 5V/9V/12V.

Q4. Is CL28R rechargeable? How long is the charging time?

A: Yes, CL28R is rechargeable with a USB Type-C port.

Q5. How to prevent accidentally activating the CL28R?

A: Rotate the handle right over the Orange Button to prevent accidental activation.

Q6. Why does the CL28R downshift to a lower mode after being used for a while and the higher mode cannot be selected?

A: The reasons are:

1. Intelligent Overheat Protection

The lantern will accumulate a lot of heat when used on Med or High modes for extended periods. When the lantern reaches a temperature of 54°C or above, the lantern will automatically decrease a few lumens every 1 second to reduce the temperature. When the temperature drops below 54°C, the lantern will automatically increase a few lumens every 1 second, it will then allow the user the reselection of Med or High modes.

2. Low-voltage Warning

When the voltage level drops below the preset level, the battery level indicator constantly blinks to remind you to timely recharge the battery. To ensure normal use, the lantern will not turn off automatically and will work till the battery level runs out.

Q7. Why does the CL28R happen to flicker?

A: The reason that may cause the lantern to flicker, shine intermittently or even fail to illuminate: poor battery level.

Solution: Recharge the battery

If the above methods don't work, please contact your authorized distributor.

Q8. What kind of battery can be used in CL28R?

A: The lantern is built in with 2 x 5000 mAh Li-ion battery, which can not be replaced.

Q9. What are the optional accessories for CL28R?

A: The lantern is compatible with a tripod socket.

Q10. What should I do when the CL28R needs repair?

A: 1. 15-day replacement: Fenix will replace identical or equal products with documented manufacturing defects within 15 days of purchase.

2. 2-year free repair: Fenix will repair a lantern free of charge within 2 years of purchase if problems develop with normal use.
3. Lifetime maintenance: If repair is required after 2 years from the date of purchase, Fenix will charge for parts. The total repair fee is dictated by the cost of the replaced materials.
4. Warranty certificate: Please keep the warranty card in contacting the authorized distributors for after-sale maintenance, Fenix will provide service support to the distributors.

For more detailed information, please check:

<http://www.fenixlight.com>

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