

LED Troubleshooting Guide

1. In basic troubleshooting, we should have identified if driver has output to LED board(s). This can be confirmed as the issue by swapping a known good driver for the possible bad driver.
2. Are any of the LED's damaged or blue?
 - a. This can indicate improper handling. Many products are labeled to caution the user from handling/touching the LED's – our warranty doesn't cover improper handling.
3. Are the LED's on the board the same color?
 - a. If LED color doesn't match that can indicate a wrong board or damaged LED or the board is not seated properly on the heat sink.
4. Are all the LED's on the board out? Check wire connection to LED board. If good, most likely has a bad LED board.
5. Are some of the LED's on the board out?
 - a. multiple LED's on board are grouped in "8"s – 1 bad LED can cause a group of 8 not to light
6. Does new fixture installed have a different color than older installed fixture?
 - a. If new fixture LED color doesn't match old fixture LED color – could be due to color shift
7. Are any "Controls" being used? Contact factory

Other potential issues with Drivers:

1. Keep grounds separate when using dimmers/controls: Improper grounding can cause flickering or interference
2. Improper wiring on the Dimmer: 120V on the 1-10V lines

If you need to call the factory, we will ask for the following information:

1. What is the fixture description or ci code?
2. What are the symptoms of the problematic fixture?
3. How long has the fixture been installed?
4. Did it ever work properly? Are there any fixtures working properly?
5. When did the issue start?
6. What is the incoming voltage?
7. How many fixtures on the circuit?
8. What is the ambient temperature?