



Trouble Shooting Tips

LEDingEDGE low voltage lighting fixtures are manufactured with low voltage LEDs each powered at 50mA or 65mA and one resistor for every 4 LEDs if 12V or one resistor every 8 LEDs if 24V. Both the LEDs and resistors are simple components and very little can cause them to fail.

The most common LED light fixture failures are the result of one of following:

- No power or not enough power
- Too much power
- Jumper cord problem(s)
- Water or moisture damage
- Exposure to high temperatures (85°C - 185°F) for an extended period

1. No power or not enough power:

Most failures are caused by the LED driver failing. LED drivers have many components and only one needs to fail or get weak to result in a failure. When this happens all the fixtures being powered by the LED driver will be dim, flicker or not illuminate any light.

If this occurs, do the following:

- a. Use a voltmeter to check to see if 12v or 24v is coming from the LED driver
- b. If you don't have a voltmeter but you do have a duplicate LEDingEDGE fixture that is working, replace the fixture not working with the one that is working; if the known working fixture now does not work, then you know the LED driver needs to be replaced. On the other hand, if this known working light fixture continues to work, you now know that the failure is with light fixture you previously removed. At this point, contact LEDingEDGE for a replacement.
- c. If a working fixture is not available but the fixtures have been getting dimmer over time, but still illuminate, replace with appropriate Class 2 LED Driver. If the lights then fully illuminate you know driver failure was the issue.

2. Overpowered:

If your fixtures have been overpowered with a power surge or were overpowered by being connected to the more than the required 12vDC or 24vDC power supply, then the resistor will fail causing the LEDs not to illuminate.

- a. If your fixture is in a clear tube, you can visually look through the lens and see if the resistors are still attached to the PCB (printed circuit board) or if they have brown or black stains around the resistors. If you see brown or black stains or no resistors, then the fixtures have been overpowered and need to be replaced.

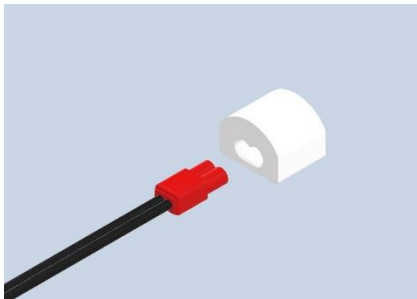
- b. If your light fixture has a frosted tube and you believe it has been overpowered, you have tested this fixture with an appropriate working Class 2 LED driver and it still does not work, contact our customer service department for return procedures.

3. Jumper cord problem:

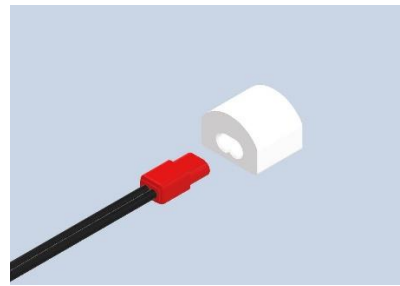
To ensure the jumpers cables are being utilized correctly ensure the following:

- a. Ensure the jumper cords connectors are inserted correctly into the end caps ports. Note that at one end of the light fixture the end cap port has a flat bottom and a polarized top key; the other end of the same light fixture has an end cap port has a flat top and a bottom with a polarized bottom key (see below pictures).
- b. Check to make sure the polarized jumpers cord connectors plugging into the fixture end cap ports are not loose and are making good contact onto the two pins within the end cap.

(End Cap with polarized Top Key and Jumper with polarized groove)



(End Cap with polarized Bottom Key and Jumper with polarized groove)



4. Water and / or condensation damage:

If you can see any water and / or condensation within the fixture tube and /or the end caps your fixture needs to be replaced.

5. Heat damage:

If your fixture is too close to a heating element it could cause your fixture to fail or dim. To avoid this possibility, all fixtures need to be a minimum of 2"-4" from heating elements and if possible, an additional metal strip should be provided as a shield between the heating element and the fixture. Our high temperature rated jumper cords also need to be used.