

# TROUBLESHOOTING GUIDE

## LED FIXTURES

**WARNING: ALL WORK IS TO BE PERFORMED BY A QUALIFIED ELECTRICIAN. RISK OF FIRE, SHOCK, INJURY OR DEATH.**

**CAUTION: DO NOT REMOVE OR DISASSEMBLE LED BOARDS FROM MOUNTING PLATE. LED BOARDS HAVE PRECISE MOUNTING REQUIREMENTS AND TORQUE SPECS FOR PROPER OPERATION AND LED LONGEVITY.**

LED MOUNTING PLATES HAVE PRECISE MOUNTING REQUIREMENTS FOR PROPER OPERATION AND LED LONGEVITY. IF THE MOUNTING PLATE IS REMOVED, CARE MUST BE TAKEN TO RE-INSTALLED PLATE. ALL MOUNTING SURFACES MUST BE TOUCHING AND THE PLATE MUST BE TIGHTENED EVENLY AND SECURELY IN PLACE.

### **PROBLEM:**

#### **LED's do not come on**

1. Confirm power is on to the fixture.
2. Confirm there is no photocell, dimmer or other control keeping the fixture off.
3. Check for a blown fuse (optional item with fixtures).
4. Confirm supply voltage is correct for the driver (i.e. 120-277V).
5. Check for loose, frayed or burnt leads and connections to the LED driver.
6. Check for evidence of lighting strike or electrical surge. Check surge protection device.
7. Perform a visual inspection:
  - a. Check that the driver output wiring has not become disconnected. Repair any bad connections.
  - b. Check that the driver output

wiring is not frayed, burnt or pinched. If frayed or pinched, repair wiring. If burnt, please contact Sternberg Lighting.

- c. Check for evidence of water or excessive moisture in LED's or in connections. Contact Sternberg Lighting if moisture is found.
  - d. Check that the LED board wiring has not become disconnected. Repair any bad connections.
  - e. Check that the LED boards and wiring is not frayed, burnt or pinched. If frayed or pinched, repair wiring. If burnt, please contact Sternberg Lighting.
8. Turn off power and lock out. Replace the driver. Turn power back on to confirm proper operation of fixture.
  9. If LED's still do not come on, contact Sternberg Lighting for further assistance.

### **PROBLEM:**

#### **Some LED's lighted and some LED's not lighted**

1. Perform a visual inspection:
  - a. Check LED board wiring connections for loose or disconnected wires. Repair any bad connection.
  - b. Check LED boards and wiring for frayed, burnt or pinched wires. If frayed or pinched, repair wiring. If burnt, please contact Sternberg Lighting.
  - c. Check for evidence of water or excessive moisture in LED's or in connectors. Contact Sternberg Lighting if moisture is found.
2. If no problems found, contact Sternberg Lighting for further assistance.

