

Light Fixture Problems / Troubleshooting Tips

Class 2 LED driver failure:

- Ensure your Class 2 LED driver is delivering the necessary 12 or 24 volts by testing it with a voltmeter or,
- If you have a working duplicate LEDingEDGE light fixture use it to replace the failing fixture. If this fixture also fails, then you know that the driver needs to be replaced.
- If the failing fixture has been used less than 5 years and has been getting dimmer over time it is also likely due to a driver failure.

Overpowered light fixture:

- Overpowered light fixtures can occur with power surges or when connected to an incorrect amount of power (24V instead of 12V, etc.) causing resistor failure and LEDs not to illuminate.
- If your fixture has a clear lens look to see if resistors are missing or if they have brown / black stains around them. If so, your light fixture was likely overpowered and needs to be replaced.

Jumper cable issue:

- Check to make sure the jumper cables are not loose and are making good contact with the two pins within the end cap.

Water and / or condensation damage:

- If you can see any water and / or condensation within the fixture lens and / or end cap your light fixture needs to be replaced.

Heat damage:

- If your fixture is damaged due to excess heat it will need to be replaced. All fixtures need to be a minimum of 2-4" from heating elements and if possible an additional metal strip should be provided that acts as a shield between the heating element and the LED fixture.

To determine the part number to reorder the light fixture:

- There should be a stamp or sticker on the fixture with the part number; the part number is not on the UL sticker.
- The part number will start with letters such as TSM, MIN, MIC, etc., followed by either 2 or 4 digits (ex: 42, 1865, 3665), followed by 2 digits indicating the length, followed by 2 digits indicating the color temperature of the LEDs (ex: 27, 30, 35, 40, 42, or 50K); followed possibly by additional letters indicating frosted or clear lens and whether the end caps are tabbed.
- If you cannot find the part number, please take a picture of the light fixture and e-mail it to info@ledingedge.com and we will determine it. Also, include the length and width of the fixture.

Call or e-mail one of our lighting technicians if you need additional help or have questions at 805-383-8493 or info@ledingedge.com