



Technical Bulletin

TB015

LED LIGHTS AND REMOTE
TROUBLESHOOTING GUIDE

Troubleshooting: Common LED Remote Issues and Potential Solutions

We understand it can be frustrating when your LED lights suddenly stop responding. You may experience issues adjusting brightness, changing colours, or turning the lights on and off.

Several factors can cause your LED lights to stop functioning. By following these simple steps below, should help resolve the issue;

- Replacing the battery.
- Check the battery orientation and contacts.
- Ensuring there is a clear line of sight between the remote and the LED controller. Typically located at the top of the chosen pergola leg (LED power source).
- Pairing Problem: The connection between the remote and the LED controller can sometimes be lost, re-pairing your LED system is required,
- Check for signs of damage; Water exposure or physical impact, which can crack and damage internal components.

Battery Issues: This is by far the most common reason.

- Simply remove the battery tray, located on the rear of the remote by carefully pushing in the lock and sliding out the tray. Replace with a new CR2025 battery (See Fig. 1).

Battery Orientation

- Ensure the battery is installed correctly. The positive (+) facing upwards and negative (-) sides must align with the markings inside the battery compartment.

Battery Contacts

- Confirm that the battery is making firm contact with the terminals.
- If terminals appear dirty or corroded, gently clean them using a cotton swab lightly moistened with isopropyl alcohol.
- If terminals are bent, carefully adjust them back into position to restore proper contact.

Pairing Problem

- To re-pair your remote to LED lights, press and hold the power button for 4 seconds, until your LED lights start to flash. Release button, confirming successful pairing. (See Fig. 2).

Inspect the Remote for Physical Damage

- If the remote is visibly damaged, especially from a drop or water exposure, it might be beyond repair.

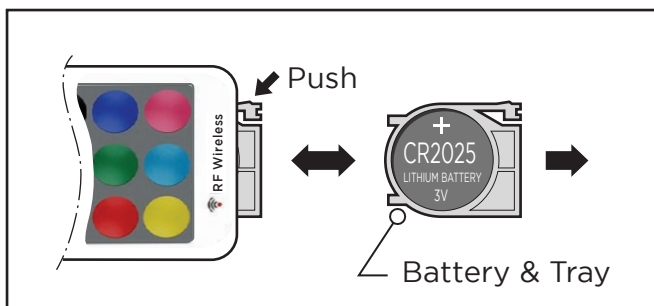


Fig. 1 - Removal of Battery Tray

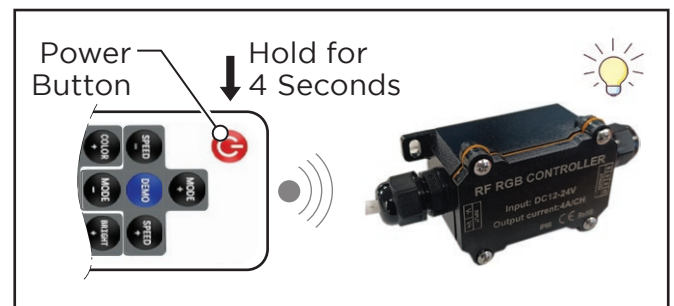


Fig. 2 - Pairing Remote to LED's

Mains Power Source Issue

The power supply to the RF RGB controller unit, may have a fault. This could be due to a disrupted power supply, caused by an internal failure within the unit, or a blown fuse in the mains plug.

Plug - Fuse & Wiring Check

- Isolate the power supply before inspection. Inspect the mains plug and fuse for failure.
- Inspect internal wiring for loose connections, re-tighten any loose wires securely.
- Check power using a multi-meter (if required).
- Replace the fuse with the correct rating.
- Restore power and test operation.



RF RGB Controller- Power & Wiring Check

- If the issue persists after inspecting the plug, further investigation of the wiring in the RF RGB Controller unit is required.
- Switch off and isolate the mains power supply, remove the four cross-head screws and remove the lid. (See Fig. 3).
- Inspect internal wiring for loose connections, re-tighten any loose wires securely. Check power/continuity using a multi-meter. (See Fig. 4).
- Refit the lid, ensuring the seal is correctly positioned. Fully tighten all four screws to maintain a watertight seal.
- Restore power and test operation.

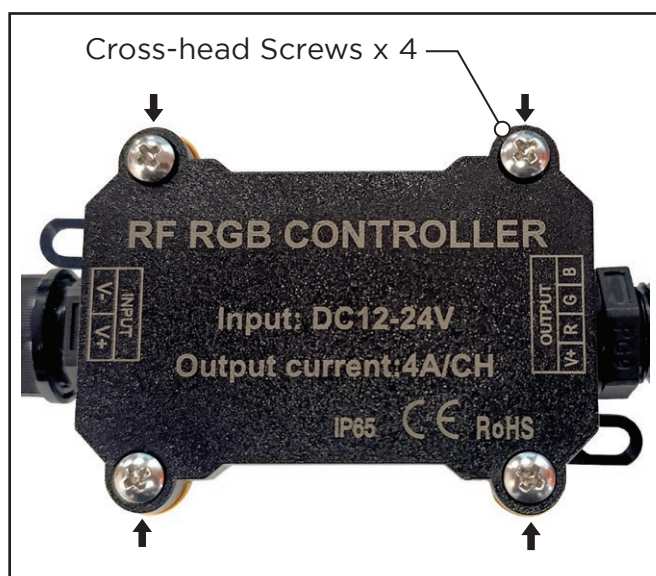


Fig. 3 - RF RGB Controller

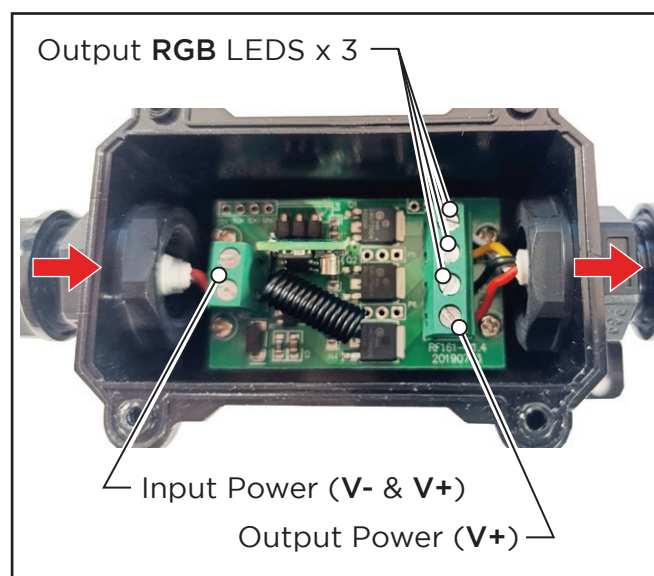
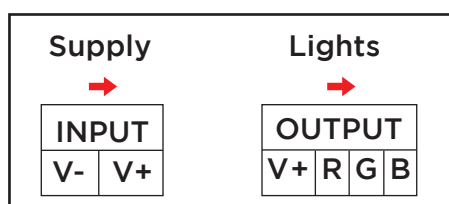


Fig. 4 - Internal Wiring



Wire Colours

- Input Power (V- = Black)(V+ = Red)
- RGB (R = Black)(G = Yellow)(B = White)
- Output Power (V+ = Red)

Troubleshooting:

Issue	Primary Cause	Troubleshooting Steps
Remote buttons doesn't do anything.	Dead batteries, incorrect insertion.	Replace battery, check orientation and contacts.
Lights don't respond.	Blocked RF signal, no power.	Ensure clear line of sight, check battery, check receiver power.
Lights respond briefly then stop.	Weak battery, interference.	Replace battery, move away from other electronics.
Remote works sometimes, not others.	Loose connection, intermittent fault.	Check all connections, re-pair remote.
Specific functions don't work.	Remote hardware issue, pairing error.	Re-pair remote, check for physical damage to remote.
No response after setup/new batteries fitted.	Pairing failure, incompatible remote.	Re-pair remote, consult manual for specific pairing steps, verify remote compatibility.

Recommended Action

- If you've tried all the troubleshooting steps and your LED Lights are still not working, it's likely that either the remote itself has a hardware failure or the RF RGB controller unit and LED lights has a power source problem.
- Consider, ordering a replacement remote or a new complete LED system.

Note: All our LED Lights come with a 12 month manufacturer's warranty.



For further assistance, contact our Customer Service team on: **+44 (0) 1889 272 056**