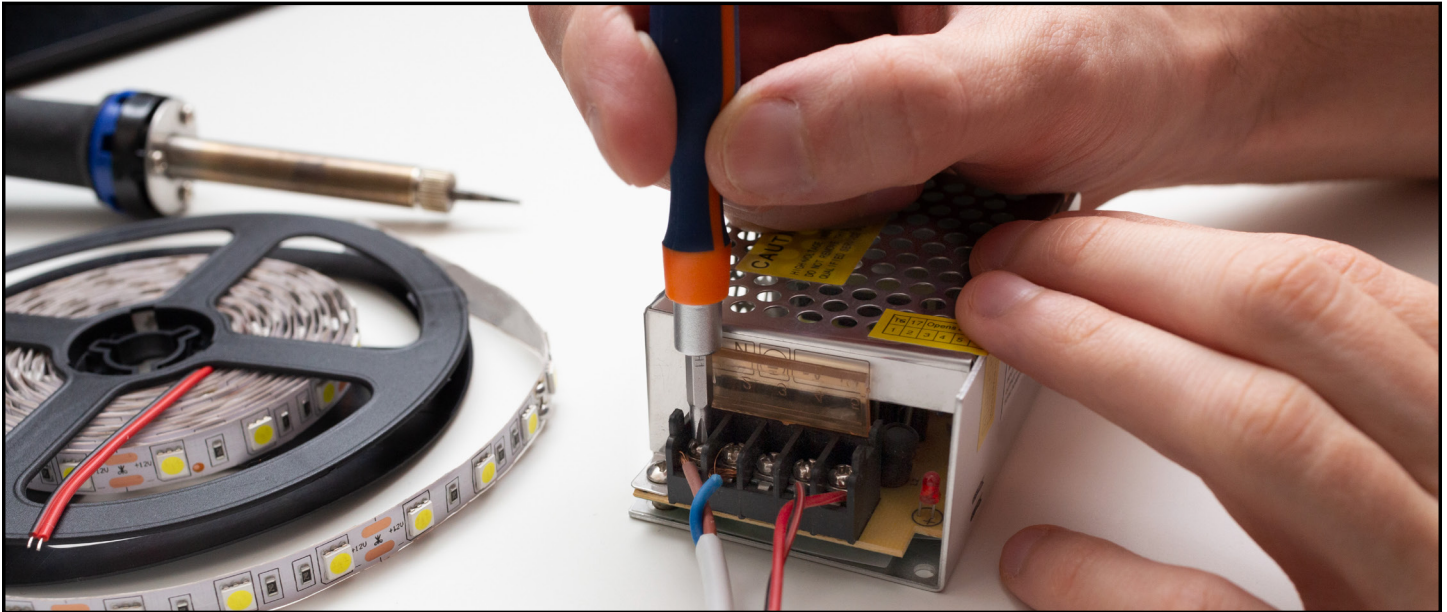


LED Tapelights are available in various sizes, wattages, CCT, etc. However, you might face some challenges in getting them to work properly. Below are some common issues and their solutions. For additional information reference our website.



## SAFETY INFORMATION

**WARNING:** These products may represent a potential shock or fire hazard if improperly installed or attached in any way. Products should be installed in accordance with these instructions, local electrical codes and the National Electric Code (NEC).

### LED Tapelight Does Not Light Up

If your LED Tapelight doesn't light up after connecting the power supply and turning it on, try these steps:

1. **Check Compatibility:** Ensure your power supply's voltage and current rating match your LED Tapelight. Check the output voltage on the power supply and the input voltage on the LED Tapelight.  
NOTE: 12V DC power supply won't work with a 24V LED Tapelight.  
NOTE: 48W Tapelight would require a 60W power supply (recommended 80% of power supply wattage).
2. **Verify Power Supply Functionality:** Use a multimeter to check the voltage across the power supply's output wires or terminals. If the voltage is lower than the rated voltage, the power supply might be malfunctioning. Remember, the power supply must be powered up for this test.
3. **Isolate Other Accessories:** Remove any optional dimmers and controllers from the circuit to see if the LED Tapelight up without them. If it does, the issue likely lies with the dimmer, controller, or their connections. Remember, the power supply must be on for this test.
4. **Check for Loose Connections:** Ensure all connectors and wires are secure. Use a multimeter to test for voltage differentials along the circuit, starting from the power supply's DC output to the LED Tapelight. If there's no voltage differential at the LED Tapelight's copper pads, there's a malfunction before the power reaches the LED Tapelight.
5. **Look for Short Circuits:** If you're soldering your own wires, you might have accidentally created a short circuit by allowing the positive and negative wires to touch. Visually inspect all connections to ensure wires are separated. Short circuits are more likely with multi-channel LED Tapelight, such as RGBW LED Tapelight with 5 points.
6. **Check for Hidden Short Circuits:** If a visual inspection doesn't reveal any short circuits, you might need to check for hidden ones using a multimeter.

**Test for Resistance:** Place the multimeter contacts on the positive (+) and negative (-) copper pads of the LED Tapelight. If there's no short circuit, the multimeter should show infinite resistance. Any resistance value indicates a short circuit.

**Isolate the Issue:** If a short circuit is detected, disconnect accessories and wires to see if the short circuit persists. If it does, the issue is likely with the Tapelight itself.

**Common Short Circuit Locations:** One frequent spot for short circuits is the cut-line where scissors were used. LED Tapelight has copper layers separated by insulation, and an imperfect cut can cause a short circuit. If you suspect this, try cutting off the last 1-2 inches of the LED Tapelight on both ends with sharp scissors to ensure a clean cut.



### LED Tapelight is dim at one end, due to voltage drop

Voltage Drop Causes: This occurs due to excessive electrical current or resistance in the circuit.

1. **Check Circuit Design:** Most Tapelights have a recommended max run length. Exceeding this can cause voltage drop, as each section must carry the current for all downstream segments. This results in progressively lower voltage as you move away from the power source.
2. **Wire Resistance:** Wires connecting Tapelights also have internal resistance. Using wires that are too thin can cause voltage drop. Use our online wire gauge chart to ensure your wire spec is sufficient.
3. **Reconfigure Circuit:** Consider rearranging your circuit to be in parallel rather than series to mitigate voltage drop

#### Check for Electrical Resistance

Poor electrical contact and corroded copper can cause excessive electrical resistance. Inspect your LED Tapelight wiring and ensure all contacts are clean and secure. Poor contact points can heat up and pose a fire hazard, so addressing these issues is crucial for safety.

#### Diagnosing Voltage Drop

To determine if voltage drop is affecting your Tapelight, measure the voltage between the copper pads at various points along the Tapelights. If the voltage decreases as you move further from the power source, this indicates voltage drop.

**Typical Voltage Drop:** Most Tapelight will show some voltage drop. For instance, a 24V LED Tapelight might drop to 23.5V at the far end, which is usually acceptable. However, if it drops below 20V, the voltage drop is significant and likely causing noticeable brightness reduction.

### LED Tapelight is Getting Dim Over Time

If your Tapelight are dimming over time, consider these two potential causes:

**Input Voltage Drop:** Check the input voltage at the connection point to the power supply. If it's below the expected voltage, the issue might be with the power supply or a loose/corroded connection. Fixing the wiring or replacing the power supply should resolve this.

**LED Degradation:** If the input voltage is correct but the Tapelight are still dimming, the LEDs themselves might be failing. LEDs are designed to last over 50,000 hours. In this case, replacing the Tapelight might be necessary.

### LED Tapelight Adhesive is Losing Adhesion

If your Tapelight is falling off its mounted surface, the adhesive might be insufficient. Consider reapplying double-sided tape or using mounting brackets and screws for a more permanent solution.

### LED Tapelight Has Sections That Do Not Light Up

If a section of your Tapelight remains dark, you might have an "open circuit" due to a manufacturing flaw or damage.

**Soldering Fix:** If you're comfortable with soldering, try reheating the solder joints in the affected section.

**Replacement:** If soldering isn't an option, contact your supplier for a replacement or cut out the failed section and rejoin the segments using a connector clip.