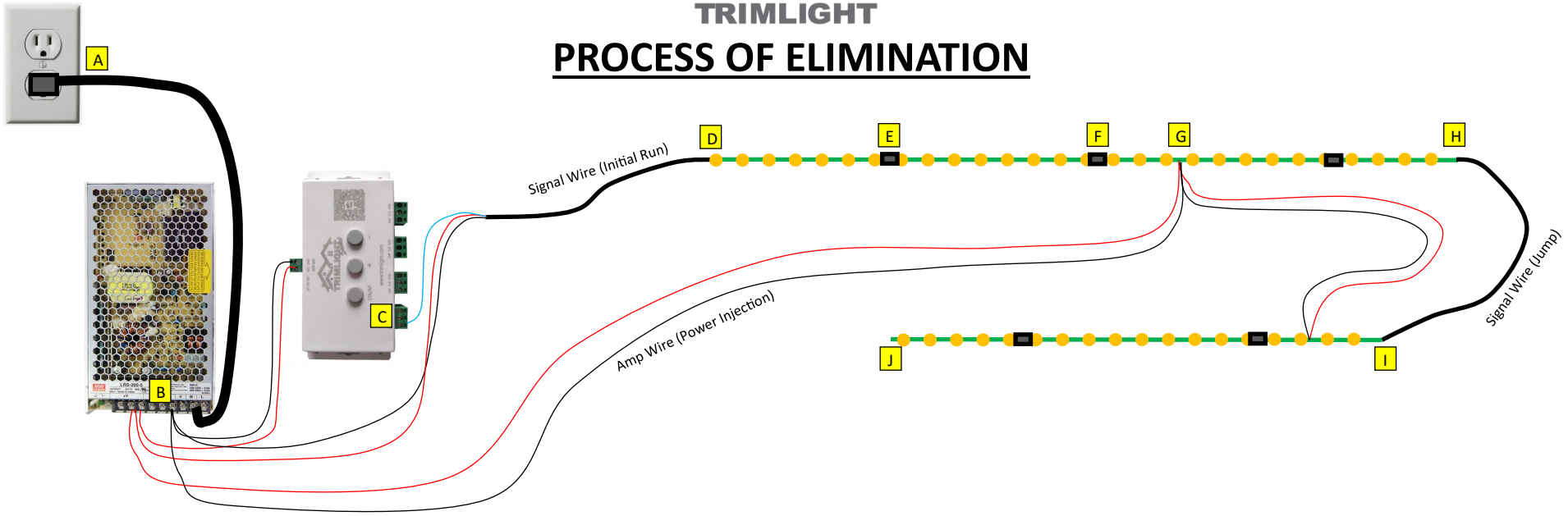
PROCESS OF ELIMINATION



	TEST SUBJECT	IF FAILURE AT TEST SUBJECT	IF NO ISSUE AT TEST SUBJECT
A	Check for 120 power at the outlet	Remedy the AC voltage at the outlet	Move to the next step
B	Remove all wires other than 120 V—Test voltage and look for the green light on the power supply	If no voltage is coming from the V+ or V-, Replace the Power Supply or the pigtail cord.	Move to C and check the controller
C	Remove all the wires in the outputs and test one output at a time with a test strip or string of lights at the controller.	If the test lights at the controller do no work properly, replace the controller.	Move to D after checking all ports
D	Disconnect the light string from signal wire. Install a temporary test strip or new light string to the signal wire. Test each run independently .	If new light string or test strip is not working properly on any port. Replace the signal wire going back to the controller.	Move to E and check each string.
E	With only one string connected and no amp points, check each string at a time by disconnecting the male and female connection at every 20 lights.	If the issue is within a string of lights, isolating each string individually will show which string or section or individual light needs to be replaced.	Continue this process until an amplification point. Move to G
G	Reconnect amplification point while you move down the run. This may require connection to the power supply also.	If the problem shows itself when the amplification wire is connected, check for proper connection and/or replace the amp wire going back to the power supply.	Continue the process shown in E
H, I	Using a similar process as D, check the connection of the jump with a test strip or string of lights to the signal wire.	Check connections on both sides of the signal wire (H and I). Remove and replace the faulty jump wire or connectors.	Continue to J
J	Ensure the final cut of wire is properly sealed.	Seal the end with a proper connection OR run a ground wire from the V–wire back to the V- on the power supply.	Follow these steps for all runs on the controller ports.

COMMON MALFUNCTIONS

SYMPTOM	CAUSE	SOLUTION
Green light on the power supply is flashing.	A short in the system has caused the power supply to indicate a problem	Check for a short in the system. This could be a faulty light, a bad connection, anywhere that the V+ and V– could be arcing together.
No lights on the controller	A potential faulty controller or bad connection from the power supply.	The lights on the controller may be an indicator of a problem. If the controller is no longer connecting through the app and the lights are off. Make sure that there is proper voltage going to the controller. If voltage is good, replace the controller.
One light is a different color than it should be	One of the 3 colors within the RGB light is defective	Replace the individual light
Lights work up to the one area and immediately go blue for all remaining lights on that run.	The data signal has been compromised by a faulty light or bad connection.	Find the first blue light and replace the last good light and the first bad light. If this issue is directly at a jump, check all connections and also replace the bulb before the jump and the first light after the jump. The signal wire in the jump could also be compromised.
All the lights on the system are acting erratic with flashing. It starts from the beginning.	A corrupted signal is causing lights to be erratic or a poorly connected ground wire.	Use the process of elimination to track down the problem area. This could be a bad light, a bad power supply, a bad connection, an improper amplification, or a regional issue outside our system that is causing this problem.
Some of the lights are acting erratic starting at a select spot in the system	Most likely a bad light OR a bad amplification point OR insufficient amplification	Monitor the lights to isolate where the problem starts in the lights. Replace the last good light and first erratic light. OR check your amplification spots to ensure you are within the required spacing OR ensure that your amplification connections are good.
The lights are not responding to the app after a very long run of lights has been connected.	The controller is not sending signal to those lights	The controller comes default set up for 600 lights on a system. So you may need to log in to the app and change the port settings to allow for more lights on the system.
When the app has a color chosen, the lights that should be that color are a different color.	The RGB order in the app is set up incorrectly.	Go into the settings of the app and ensure it is set up for RGB. Any other combination may cause a different color to be shown compared to what the user has chosen.
Each time that I change a light, another light fails after a short period of time.	Improper voltage is consistent throughout portions of the system and creating weaklinks in the lights themselves.	Use a multimeter to ensure that you have correct voltage throughout the entire system. The voltage throughout the entire system should never be more than 10% of a variation from the correct stated voltage.
When on full bright white, a distinct pattern of lights similar to a common pattern has yellowed lights compared to all bright white.	The system was running during the day or when the temperatures were excessive for extremely long periods.	The user must ensure lights are off during the day or when temperatures are excessively high. Damage has occurred on the lights themselves and are permanently damaged and unable to achieve brilliant white. Replace all the lights but this is not covered under warranty.

CONNECTION COMMON MALFUNCTIONS

SYMPTOM	CAUSE	SOLUTION
During initial Pairing. Failure to finalize in the steps in AUTO pairing mode.	Failure of the device to pair to the local wifi router.	Most common reasons: A. Incorrect Wifi Password entered. Please start the process again with a confirmed password. Do not copy and paste the password. B. Phone is connected to the 5G band or incorrect network. Try again by choosing the Manual Pairing Mode OR shut off the 5G network through the router portal during the set up process OR Split the bands through the router portal. C. The local wifi router signal strength at the location of the controller is weak. Move the controller or router to a position that allows a stronger signal. OR Replace the router to a longer signal broadcast range type router. OR add a secondary wifi extender to extend the wifi range towards the controller location.
During routine app start up, the user received a FAILURE TO SYNC, FAILURE TO CONNECT prompt	The controller has lost connection to the wifi router.	Try each of the following individually until reconnection is successful. A. Reboot the controller by unplugging it for 10 seconds and plugging it back in. Also reboot the nearest wifi access point and the router. B. Try clicking on the + or - button of the controller to wake the controller up for the router to recognize it's location. C. Log out of the app and re-log back into the correct account. Ensure the app is up-to-date. Ensure that all permissions are granted for the app and that no other VPN's or other specialty settings are adjusted for the router in the router portal. D. Try pairing the controller to the network again. This is following the prompts to "Add a Device" to the account again. E. Perform a hard reset on the controller and then follow the steps to "Add the Device" to the account a second time.
Device drops connection while the app is in use.	The mobile device in use is in an unreliable connection range between a 5G network, 2.4G network, and the Cellular network.	Turn off the mobile device's Wifi connection during operation so the system is ONLY connected through the cellular network. This will allow the system to not "bounce" between stronger networks during operation effectively making it "reconnect" each time.