



What is the problem?

ALL Lights are off/not working.

SOME Lights are off/not working properly.

Ensure transformer is plugged into a working GFCI protected outlet, powered ON, and not overloaded or over temperature (OL or OT). Instruction manual gives overload and over temperature troubleshooting. Also ensure the transformer is not dimmed all the way down.

Smart device/Remote won't work with power supply.

Are all lights working, but some are dimmer than the others?

Turn the mode on the transformer to 'Ao'. Do the lights power on?

Is the customer using a smart device, or remote?

Yes, all lights are working, but some are dimmer.

That's not the problem, only SOME are lit up.

Yes

No

Smart Device

Remote (Must be paired with transformer)

Ensure the photocell is clear from any interferences (shadows, glares, reflections) and the photocell threshold is set to the preferred amount of ambient light.

Ensure all connections are fully engaged with minimal gap between connectors. A short in the wiring could have also been caused. Check for pinched or damaged wires.

Ensure bluetooth is enabled on the device and the customer has the latest version of the SMARTPOWER 50 app installed.

The remote light being dim or off, or the remote having poor range are signs of a dead battery. Instruct customer to remove 3 screws from rear of remote and replace the 27A battery. Also ensure the transformer is clear of all interfering objects (steel buildings, other electronic devices, etc.).

Connect the "Closed Loop Connector" (Part NO. 1816) to connect the last light in the connection to the transformer. Is the problem solved?

Disengage the connection between the last known working and first non-working light. Test each individual non-working light for proper operation, by plugging directly into a known working connection.

Using the app, confirm the photocell is working correctly. (Lower 'Photocell Reading' in low light, higher reading in bright light. Is the photocell working properly?)

All connections are engaged and wires are in good condition, and the lights are now on.

There are damaged wires.

Pair the device to the transformer (refer to user guide for instructions). Does the device now work with the transformer?

Ensure a distance no more than 30 feet between the remote/device and transformer. Does the remote/device work with the transformer now?

YES

NO

Wire half the lights to one leg of the "T-plug" on the transformer, and wire the other half to another leg. Did this solve the issue?

Yes.

No.

Yes.

No.

Yes.

No.

YES

NO

Change the mode on the transformer to the preferred mode (1-8hr or dd), and wait until the ambient light is below the set threshold. Allow a 30 second delay for lights to turn on. Are the lights functioning the way you'd like now?

Yes

No

Continue altering the photocell threshold until the preferred amount of ambient light turns on your lights. Ensure photocell is in a position where it receives direct sunlight.

The Transformer and Lights are returned to working condition.

Part of the low voltage lighting setup may be defective. An exchange or return may be necessary.

The issue is fixed. All lights are now working.

The problematic light/lights work

The splitters or harnesses connecting to the light need replaced.

The issue persists. One or more lights still aren't working.