

Wireless Remote RGBW Control (Single-Zone)

RF control for RGBW LEDs

Commercial Grade



trouble-shooting guide

- **LED lights are lit – why is my remote not changing them?**

If the remote is not controlling its associated LEDs, the most common cause is that it is not properly paired with the receiver.

1. Clear any preset pairing by holding the receiver's black RF code key for at least 10 seconds. (You should see the LEDs flash or flicker; this indicates the reset has worked.)

Now re-pair the remote to the receiver:

2. First, make sure the remote's batteries are working, and the receiver is connected to the transformer correctly.
3. Now click the black RF code key on the receiver and, within 5 seconds, click any button on the remote control.

Your remote and receiver are now paired. The remote should now be able to change and control your LEDs.

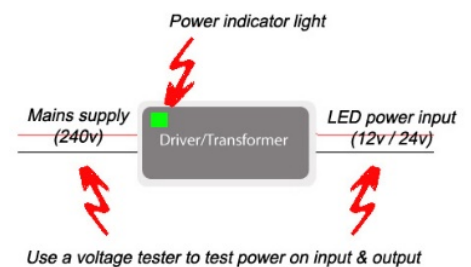
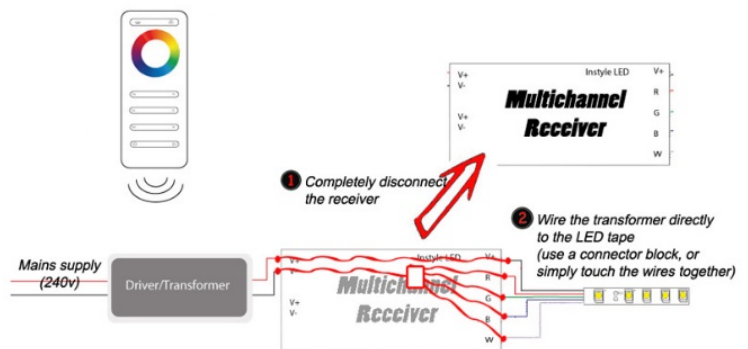
- **Why are my LEDs not lighting up at all?**

First, test the LED tape by completely disconnecting the receiver then wire the transformer directly to the LED tape. This will confirm that your transformer and LED tape are both working.

Wire the LED tape's black cable to the transformer's positive output (typically coloured red). Then wire the R, G, B and W cables to the transformer's negative output (typically black). The LEDs should light up.

If the LEDs *do not* light up, then the transformer may be faulty. Many of our smaller transformers (internal 30W, 60W and 100W models) have a green light to indicate they are receiving power from the mains supply. If there is no green light, then the transformer is receiving no power or is faulty. Use a voltage tester to test the voltage going in.

For transformers that *do not* have a light, use a voltage tester on both the transformer's input and output to see if you have voltage.



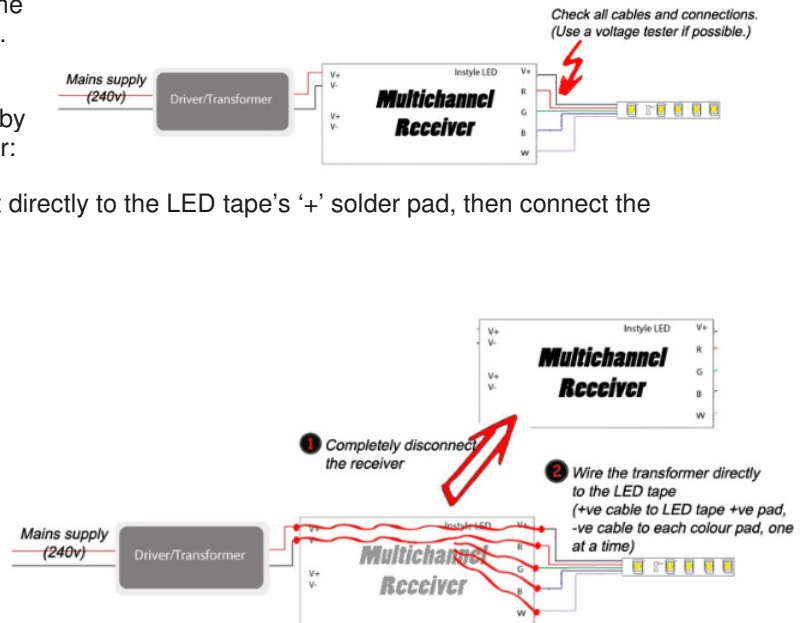
- **Why are all the colours working on my LED tape when wired to the receiver, except for one?**

There may be a loose cable. Check the cable and terminal-block connections. Use a voltage tester if possible.

You can test each colour individually by temporarily disconnecting the receiver:

Wire the transformer's positive output directly to the LED tape's '+' solder pad, then connect the negative output to each colour's pad individually (red then blue then green then white).

This will enable you to see if there is a fault in the LED tape.



- **My LEDs are not lit, even though my transformer is definitely working. Why is this?**

If the transformer is both receiving and outputting voltage properly, then there may be a break or fault in the power cable connecting the transformer to the LED tape.

To test this, try bypassing the starter-lead cable:

1. Touch the transformer's positive output cable directly to the LED tape's '+' pad (anywhere other than the starter lead) and then touch the transformer's negative output cable to either R, G, B or W solder pads on the LED tape (anywhere after the starter lead).

This should light up the corresponding LED colour (e.g. red).

2. Test each colour individually, by touching the transformer's negative output cable to each colour's solder pad in turn.

