

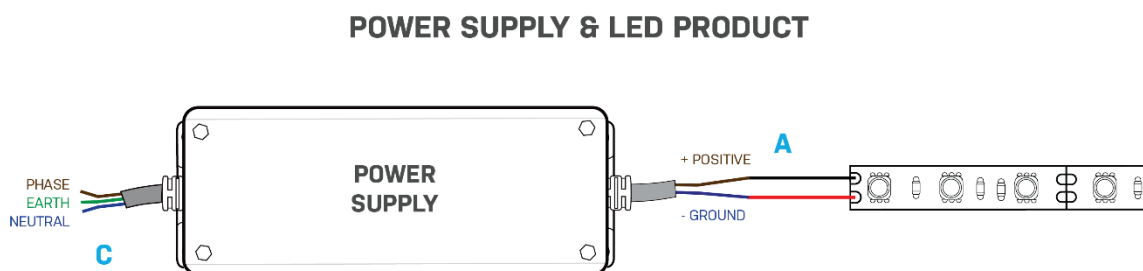
POWER SUPPLY TROUBLESHOOTING GUIDE

There are a range of LED products available that require either 12V DC or 24V DC to operate. To run these products LEDstuff has a series of DC power supplies, ranging from 5W up to 200W and in both 12V and 24V. DC power supplies are different from transformers or drivers, as that they have a regulated voltage output.

Troubleshooting

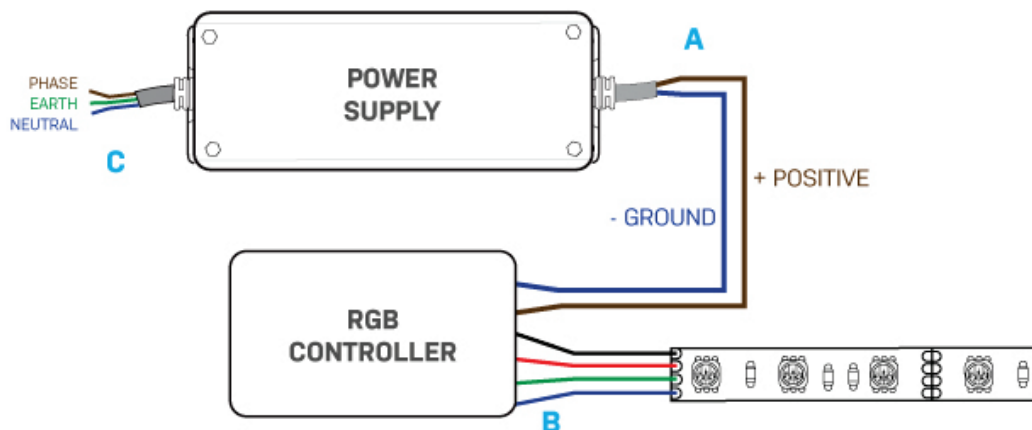
When your lighting is not working, it is important to follow the processes below to find the fault. *Note that it is recommended that any electrical work be performed by a registered electrician.*

Power Supply and LED Product



1. Firstly ensure the power is turned off to the circuit and double check that all electrical connections are secure and making a good contact. Once this has been done and any suspect connections are repaired you can turn the power back on.
2. Using a multimeter set to measure DC volts, measure the voltage on the output of the power supply at point **A** in the diagram above. If you measure approximately 0V DC then move to step 2. If you measure the correct voltage labelled on the power supply (for example 12V or 24V) then check the wiring going to the LED product and any connections. If the they are okay, the LED product may have failed. If you have a controller or dimmer wired then follow step 3 below also.
3. Using a multimeter set to AC volts, measure the voltage on the mains side on the input to the power supply at point **C**. If you measure approximately 230V AC and the connections are secure then the power supply may have failed. If no voltage is measured then check the mains wiring and that the circuit has power.

POWER SUPPLY & LED PRODUCT WITH CONTROLLER OR DIMMER



4. If you have a controller or dimmer wired between the power supply and LED product, ensure it is turned on and measure the voltage at point **B** in the diagram above. If you measure approximately 0V DC then go to step 4. If you measure the correct voltage labelled on the power supply (for example 12V or 24V) then check the wiring going to the LED product and any connections. If they are OK, the LED product may have failed.
5. Check the connections on the input and output to the controller/dimmer. Look for an indication on the controller/dimmer that indicate it has power, such as an LED glowing. If it is not operating, then the controller/dimmer may have failed. Ensure there is no common Ground connection between the input and output of the Controller/Dimmer.

Safety

It is recommended that any electrical work be performed by a registered electrician. If you will be attempting any work yourself, please review the NZECP 51 - Electrical Code of Practice for Homeowners document on the Energy Safety website. Go to worksafe.govt.nz and search for "ECP 51".