



## **10 POINT LED TROUBLESHOOTING GUIDE**

**Problem:** LED Fixture is not turning on

1. Check Breaker/Panel
2. Verify there is power to the fixture
3. Verify input Voltage is correct
4. Check to see if there is a time clock, photocell, occupancy sensors, or other controls preventing the fixtures from coming on
5. Check for any loose, frayed, or pinched wire connections
6. Check for surge protector damage or blow fuse
7. Check if power is coming out of driver to LED boards
8. Check for evidence of water intrusion or excessive moisture damaging wire-nuts or connectors
9. Check for any loose or damaged connections from the LED board to the Driver
10. Check to see if LED board appears to be damaged or burnt

**Solutions:**

1. If there is power to the fixtures, the input voltage is correct, there are no devices preventing the fixtures from turning on, and there don't appear to be any loose wire connections or water intrusion; Turn power off at the breaker, lock out, and then replace the LED driver. Upon completion of replacing the LED driver, turn power back on to check for proper fixture operation.
2. If LED's still do not turn on after changing the LED driver, there may be a problem with the LED boards or other control equipment. Contact factory for assistance.

\*Note: If LED boards are partially illuminated, appear dim, or have color variation; there may be a loose connection to the LED driver or other issue with the LED boards or diodes. Contact factory for assistance.



19645 Rancho Way • Rancho Dominguez, CA 90220  
Office: (310)345-9080  
Technical Support Direct: (310)345-9080  
Technical Support Email: [techsupport@visionairelighting.com](mailto:techsupport@visionairelighting.com)