

Troubleshooting 6', 9' and 12' Ft LUX LED Strip Light Not Working

1. LED strip light blinking (2 time per second). Remote control or APP not working

Remedy: This is an indication that the LED strip light controller is resetting. It is looking for pairing. Start Tuya APP and add the device (named Smart Light following the other related Instruction given. Once the device is successfully added. Blinking stops, remote control and APP works.

2. LED strip light not lighting up at all.

Possible causes: 1) Loose wires or poor wire connection. 2) broken wire. 3) fake soldering , 4) Loose connectors connection
5) No power. 6) Short circuit

Remedy:

- 1) Check any loose wires hanging from all 5 pin connectors, branch joints and LED controller's terminal block. If yes, put them back and tight them up.
- 2) Replace the broken wires
- 3) Solder it well . Make real and secure soldering
- 4) Push all connectors tight and firm.
- 5) Bad controller, replace controller.
- 6) Find the origin of short circuit, remove it.

In the case that light bulbs work properly and APP are installed and devices were added successfully, it is very likely that strip

light not work because the power from LED controller has not been delivered to the LED strip light.

Check point #1 the 5 Pin connector for the strip light on the upper center stem.

To find out, here are the steps

Warning: Disconnect power before performing any servicing

- 1) Use a screw driver to remove the screws on both sides of the cap on top of the center stem.
- 2) Remove the cap with the lamp socket.
- 3) Gently take the 5 Pin connector wire harness out
- 4) Check on loose wire or bad connection and reconnect the 5 Pin connectors securely and firmly.
- 5) Disconnect strip light on lower center stem
- 6) Disconnect all arms from center stem.
Now, the only LED strip light remaining is the one on upper center stem.
- 7) Plug the power back.
- 8) Use remote control or APP to control the strip light.

If it works, then, start adding arm #1, #2, #3, #4, #5. #6. #7,#8 , and lower center stem one at a time to see if they all work.

Mark the arm that not work and fix the problem on that arm and put it back on center to test. One by one until all arms and lower center stem are tested and work