

Troubleshooting

If your product is not working properly, review the instructions that came with the component or download the instructions from leevalley.com. Some typical issues and their possible solutions are noted below. If you still experience a problem, one of our Customer Service representatives will be happy to assist you at **1-800-267-8761**.

Problem	Solution
Tape Light	
Tape light does not stick to the surface	<ul style="list-style-type: none"> • Thoroughly clean all mounting surfaces with a 50:50 mixture of isopropyl alcohol and water prior to installing the tape light to ensure the self-adhesive backing will adhere properly. For extra dirty surfaces, first use 100% alcohol or acetone. Avoid using household cleaners and polishes that may leave behind residues. Do not use common rubbing alcohol. • Check that the mounting surfaces are smooth, clean, completely dry, dust free and above 60°F (15°C) before installing the tape light. • For best adhesion, lightly sand the mounting surface with fine-grit sandpaper. Sand in a circular motion rather than a straight-line motion. • When installing on painted surfaces, paint should be fully cured. • When removing the paper backing, be careful not to peel off the adhesive from the tape light. • Once the backing is removed and the lighting is fully installed, the tape light cannot be repositioned or moved to another location.
Tape light does not light	<ul style="list-style-type: none"> • Make sure your LED power supply is plugged in, turned on and receiving power. • For white: Confirm you have maintained correct polarity (+ to + and - to -) when joining tape lights, as well as when connecting to the 12V power supply. • For color-controlled: Confirm you have maintained correct polarity when connecting your 12V power supply to your color controller, and ensure you have maintained polarity and consistent wire color sequencing (+/G/R/B) from the controller to your tape light. • Check all tape light connections and any switch or dimmer connections from the power supply to the tape light to ensure there are no electrical shorts or open circuits. Consider testing with a multimeter to ensure the tape light is receiving 12V power.
Only some of the tape light does not light	<ul style="list-style-type: none"> • Check connections to the section of tape light that is not lit. • Confirm that you have maintained correct polarity and wire color sequencing to the unlit section. • If only part of a section of tape light is out, remove the damaged part, cutting only at the copper connection points that occur every three LEDs, and then splice in a new part of equal length.
Tape lights blink on, then go off	<ul style="list-style-type: none"> • Your power supply is not adequate for the length of tape lighting you are powering. Install a higher-wattage power supply or reduce watts used by shortening the lengths of your tape lighting. • Confirm that you have maintained correct polarity. • Verify your connections to ensure there are no electrical shorts.
LEDs farthest from the power supply are noticeably dimmer or you see a color shift	<ul style="list-style-type: none"> • This is the result of voltage drop. Decrease the length of the 12V power feed wires or use thicker (lower gauge number) power feed wires between the 12V power supply, the color controller and the tape lighting. • Use shorter lengths of tape lighting. • Consult the configuration guidelines. • Consider a different configuration; see pages 20-21 for details. • Consider installing a higher-wattage power supply.
The light from one portion of tape light looks different than another portion	<ul style="list-style-type: none"> • Check the polarity of connections. • When connecting two pieces of white tape light, be sure to connect positive wires to positive (+ to +) and negative wires to negative (- to -). Polarity is easily identified with + and - markings on the tape light. <div data-bbox="534 1459 1417 1858" style="text-align: center;"> </div> <ul style="list-style-type: none"> • When connecting two pieces of color-controlled tape light, be sure to connect the +/G/R/B indicators on the tape light to maintain polarity and correct color sequencing.

Problem	Solution
Manual Dimmer with Wireless Touchpad*	
Tape light does not light/flickers, or dimmer is not dimming	<ul style="list-style-type: none"> • Make sure the LED power supply and dimmer are plugged in, turned on and receiving power. • Confirm that you have maintained correct polarity (+ to + and - to -) when joining tape lights, as well as when connecting wires to the dimmer and to the power supply. • Check labelling on the dimmer to confirm that the wires to the input side of the dimmer are coming from the power supply and not the LED lighting. • Check to be sure all tape light connections and any switch or dimmer connections from the power supply to the tape light are secure. • Try re-seating the wires that go into the dimmer's green terminal block, and tighten screws securely. • Consider testing with a multimeter to ensure the tape light is receiving power. • Ensure that the green terminal block is properly plugged into the dimmer.
The wireless touchpad does not work	<ul style="list-style-type: none"> • Be sure the touchpad is in range of your receiver. Try moving the touchpad closer to the receiver. • Be sure your battery has a charge. To check the battery, press the on/off button in a dark location. You should see a red LED indicator light glowing from behind the surface of the touchpad. If you do not see this light, replace the battery (Alkaline 27A 12V). A battery will last from 6 months to 3 years, depending on usage. • Ensure that the touchpad has been paired to the manual dimmer.
The touchpad will not control your lighting	<ul style="list-style-type: none"> • If your dimmer receiver is functioning properly, and you know your touchpad battery is fresh, you may need to repeat the pairing procedure.
Wi-Fi LED Dimmer/Lighting Controller*	
LED tape light does not light/flickers, or there are limited or inconsistent colors	<ul style="list-style-type: none"> • Make sure the power supply is plugged in and receiving power, and the app that controls the Wi-Fi LED lighting controller is set to have the lights on. • Confirm you have maintained correct polarity on all wire connections (+ to +, red to red, green to green, and blue to blue) when joining color-controlled tape lights and when connecting wires to the color controller and to the power supply. • Ensure that all connections are secure. If you have a failed connector, you can easily solder wires to the tape light and solder splice connections. Soldering is the best method for making extra-reliable electrical connections. Never use connectors in RV or boat applications due to possible vehicle vibrations.
Static colors display uneven brightness or a color shift	<ul style="list-style-type: none"> • This may be due to voltage drop. Shorten the length of your color-controlled lighting installation or reduce the length of power wire and/or use thicker wires (lower gauge number). If the problem persists, consider an array wiring configuration; see pages 20-21 for details.
Direct connection issues	<p>If your mobile device cannot see the Wi-Fi controller's default wireless network, check the following:</p> <ul style="list-style-type: none"> • Make sure the Wi-Fi controller is powered on. • Ensure the Wi-Fi setting on your electronic device is set to "on." • Make sure you have the latest version of the Armacost Lighting App.
Router connection issues	<ul style="list-style-type: none"> • If you are having issues connecting your Wi-Fi LED lighting controller to your wireless network, confirm that the controller has the correct SSID and password information for the wireless network. • Verify the network is active by connecting successfully with your mobile device. • Ensure your Wi-Fi network has adequate signal strength at the controller's location. Make sure your mobile device has two or more bars of Wi-Fi signal strength at the controller. • If you have a good Wi-Fi signal and the network information is correct, power off your controller and turn power back on after 10 seconds. Reset your network's router as well. Wait 3 minutes and attempt to establish a connection through your home network. • If the above steps do not work, reconnect to your Wi-Fi controller's default network by performing a factory reset, then connect to the controller's Wi-Fi network and attempt to connect to your router again. • Ensure your power supply has sufficient output to power your set-up. Consult the instructions or specifications that are supplied with your 12 volt LED lighting to determine the size of power supply you will need.
Cannot download Armacost Lighting App	<ul style="list-style-type: none"> • To ensure you have an active internet connection, exit the Play Store or the App Store and restart the program. For faster, more consistent download speeds, download the application while connected to an active Wi-Fi network instead of your mobile provider's data connection.
Wireless On/Off Remote Switch*	
The wireless switch receiver does not turn on	<ul style="list-style-type: none"> • Make sure the unit is securely plugged into an AC power outlet. • Unplug the unit for a moment, and then plug it back in. • Check the outlet for power by plugging in another device and turning it on.
The remote transmitter does not work	<ul style="list-style-type: none"> • Make sure the battery is fresh. • Move the transmitter closer to the receiver. • Reset the receiver and pair transmitter with new code.

* Note: Item is a radio frequency (RF) device and, as such, the range of the wireless remote control will vary based on walls and line of sight obstructions, and other nearby electronic devices.