



Commercial Display Systems
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LED Troubleshooting Instructions

LED Mfg: Electra LED

Check in the following order before replacing any components:

- Visually inspect LED fixture before proceeding to electrical verification.
 - Complete fixture not operational – proceed to next step.
 - Section of fixture not operational – replace fixture.
- Power supply, verify the following before moving onto the next component.
 - Line side of power supply should be **120 V AC** (black and white wires). If no voltage, check Blue and White/Blue stripe wires at Frame Junction Box for 120V AC.
 - Load side of power supply should be **24V DC** (red and blue wires). If no voltage, replace Power Supply.
- Current Regulator (CR)
 - Line side of CR should be **24V DC** (red and blue wires). If no DC voltage, check connections.
 - Load side of CR should be **12-14V DC** (gray and purple wires) while connected to light fixture. If checking CR with light fixtures disconnected from CR, voltage should be **24V DC**. If no DC voltage, replace CR.

LED Mfg: Innovative LED

Check in the following order before replacing any parts.

- Visually inspect LED fixture before proceeding to electrical verification.
 - Complete fixture not operational – proceed to next step.
 - Section of fixture not operational – replace fixture.
- Power supply,
 - Line side (Input) of power supply should be **120 V AC** (black and white wires). If no voltage, check Blue and White/Blue stripe wires at Frame Junction Box for 120V AC.
 - Load side (Output) of power supply should be **12V DC** (red and blue wires). If no voltage, replace Power Supply. Output is **12V DC** regardless if LED fixture is connected to power supply or not. If you have voltage but no light output, check connections prior to replacing any components.

Note: Make sure your multimeter is set to the appropriate “Voltage” AC or DC as indicated above during the testing procedure.