

Troubleshooting instructions for HEICO lighting™ Contactless LED System products.

Symptom	Solution
Some LED arrays on one power supply are dim or completely off.	<ul style="list-style-type: none"> Verify all connections. LED arrays must be wired in series.
All LED arrays on one power supply are dim or are flickering.	<ul style="list-style-type: none"> Verify that the power supply is not overloaded. Revise the loading accordingly. Verify that the correct model of power supply is used. Verify that the correct distance factor was applied. Verify that the correct extension wire is used.
LED arrays on different power supplies are dim or are flickering.	<ul style="list-style-type: none"> Verify that the power supply is not overloaded. Revise the loading accordingly. Verify that the load is distributed equally between the power supplies. Verify that the splice connections are made with a splice connector approved for the purpose and that the connections are secured. Verify that the correct model of power supply is used. Verify that the correct distance factor was applied. Verify that the correct extension wire is used. Verify that the LED arrays are of the same model.
Some LED arrays or one or many LEDs on a LED arrays do not light.	<ul style="list-style-type: none"> Replace the affected LED arrays.
Non-uniform illumination.	<ul style="list-style-type: none"> Revise the layout accordingly. Add LED arrays accordingly. Split the load as equal as possible in between multiple power supplies. Modules are not of the same bin.
The LMPS-Dimmer Controller does not work on 10-V or PWM inputs.	<ul style="list-style-type: none"> Verify that the on-board potentiometer is at 0. Verify all connections and signals of the third party controller.
The LMPS-Dimmer Controller behaves erratically on an LMPS-750.	<ul style="list-style-type: none"> The dimmer-Controller work only with the LMPS-350 and the LMPS DC-350. Change the power supply and revise the loading accordingly.
The splice connections are very hot.	<ul style="list-style-type: none"> Verify that the splice connections are made with a splice connector approved for the purpose and that the connections are secured.



- All technical data in this technical bulletin is based on test results and is believed to be correct. However since the end use of HEICO lighting™ products, usage application and installation, is beyond our control, HEICO lighting™ makes no warranty expressed or implied as to the fitness of use. Their use shall be solely by the judgment and at the risk of the user notwithstanding any statement in this technical bulletin.
- Refer to the product sheet for more information about the LMPS-350, LMPS DC-350, LMPS-750 power supplies and the Virgolite™ modules.