Wiring: Troubleshooting tips in the field

Have you recently installed a new sign and are having issues with it lighting correctly? This month's tip details a few common electrical challenges faced while working in the field and how to solve them.

Wiring mistakes are the most common of all LED lighting issues in the field. Typically, if your LED lights simply "don't work" it is not because the products are defective, but due to a basic wiring mistake or overlook. When installing a sign, it is important to pay attention to the wiring diagram. The diagram is there to help with installation of wiring and power supplies and to minimize your installation time.

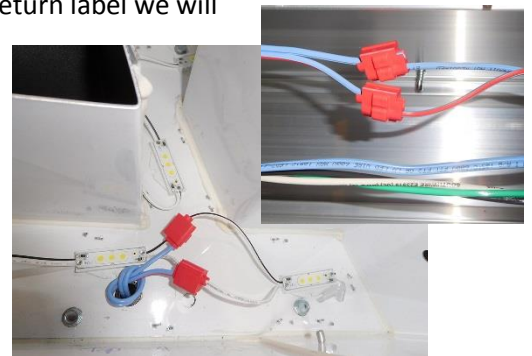**Troubleshooting common electrical issues in the field:**

Check Your Power supply:

See if the letters that are out, match the wiring diagram to determine if it's a power supply issue. For example, if you have 3 letters that are out and share a power supply on the wiring diagram, chances are the power supply went out. Our power supplies come with a 5-year warranty so if your power supply goes out within that 5-year time frame, we will send you a new one at no charge. All you need to do is send the defective power supply back to us with the return label we will provide.

Connections

If you have one letter that is out, but more letters share a power supply with that letter, check the connections inside the letter. Wires might be loose inside the red connectors that connect the LED stands together.

Electrical issue from building

If the sign is relatively new, and more than one power supply is out, it is typically a wiring issue or electrical issue from the building rather than a power supply issue. You can get voltage readings coming from the building and at the LED's to find out if there are surges in electricity causing the outage as well.

We've outlined several ways to check your sign installation for wiring mishaps - Whether it be your power supply, incorrect wiring or electrical surges from the building. If you still have questions or concerns about this issue do not hesitate to contact our support person at 800-544-6381 or email at support@signfab.com.