

Troubleshooting Your Bubble Wall – LED Lighting

Description: Lights cutting on/off or not operating, displaying incorrect colors, incorrect and/or no remote control function

The most common issues with the LED lighting is disconnections of the power and/or light strip plugs. This can be caused by excessive shipping handling, or just slight movements of the components during operation over time. With a few diagnostic steps, you will likely have your lighting back on in minutes. However, there can be more complicated issues. To completely rule out any these issues, please follow the steps below. Check each in order, until the problem is identified.

LED Lighting Not Operational / Intermittent Operation

- It is recommended to drain the water from the tank, and dis-mount the tank from the wall or base prior to and during the troubleshooting process.
- Fully unplug, and then plug back in the power cord to reset the power supply unit. Verify the power supply unit is fully plugged in at the outlet.
- Verify the power cord coming from the wall to the power supply's black box is fully plugged in (if applicable) this connection is able to be unplugged from the manufacturer and may become loose.
- Verify the round barrel connector plug coming from the power supply's black box is fully plugged into the white LED controller box's socket. Move and rotate the plug in the socket to ensure there is not an intermittent disconnection. If the lights flicker for a split second when this is done, it is an indicator that the white LED controller box may be in the "off" position – it must be turned on using the remote control.
- If the lights flickered for a split second during the previous step, this is an indicator that the power supply unit is likely ok. If the lights are still not operational, there is likely an issue with the remote control. Check or replace the battery in the remote control, and verify the remote control has a clear line of sight to the remote control receiver sensor coming out of the white controller box.
- If there is no flash of light when plugging in the controller, it is likely a disconnection has occurred at the white LED controller box, and/or connections to the light strip(s) after.
- Check the small white plug in line going to the LED light strip in your bubble tank. It should be solidly seated together with the plug coming from the light strip.
- Check the final connection where the controller wire meets the very beginning of the light strip. Gently wiggle the connection to determine if there has been a loss of connection in the strip connector. If so, it may be necessary to unclip the small white connector, reposition the strip end contacts to match up with the connector, and secure in place by re-clipping the white connector down.
- These steps should result in the lighting being functional, if not there may still be an issue with one of the lighting components – for additional support contact us at:
contact@bubblewall.com
- Lighting component replacements can be ordered directly through us by contacting at:
contact@bubblewall.com

For lighting that is on, however is displaying the incorrect color in all or portions of the strip follow the steps below

Lighting is different on both complete sides of the bubble wall

- First, try to determine which side is incorrect by unplugging one side at a time from the white LED controller box, and using the remote, choose a color and verify the strip is correct/incorrect.
- Once the incorrect strip is determined, check the final connection where the white LED controller box wire meets the very beginning of the light strip. There will be a small white snap-down connector attached at the strip. Gently wiggle the connection to determine if there has been a loss of connection in the strip connector. If so, it may be necessary to unclip the small white connector, reposition the strip end contacts to match up with the connector, and secure in place by re-clipping the white connector down.

Lighting has different colors in different sections of the same light strip

- When individual LED's in the strip have changed color, this is a likely indicator that the lighting strip has become damaged by water currently, or at some point in the past. This can occur if the tank has become over filled during initial setup or during top-offs, or extreme cases of condensation on the outside of the tank from rapid temperature fluctuations.
- After draining and removing the necessary components from the tank to access the lighting strip, inspect for any physical damage to the lighting strip (cracks in the strip circuit board or extreme "kinks" in the strip material. Also inspect the strip for wet sections and/or discolorations in the strip material at the location(s) where the LED's have changed. If these are present, the strip will require replacement.
- Lighting component replacements can be ordered directly through us by contacting at: contact@bubblewall.com

All possible lighting issues should be resolved by performing these steps. If you continue to experience issues, replacement of the lighting components is recommended. We can be contacted for additional support at contact@bubblewall.com