Installation

CAUTION: Low voltage LED Strip is considered safe and pose a low shock hazard, however, you should always unplug the power supply prior to testing or adjusting any LED strips or accessories. Always use a qualified electrician when working with 240V.

Warning : NEVER connect LED strip directly to a 240V mains voltage or directly to a wall outlet - this will cause irreparable damage and is a fire risk.

Important information about your LED strip

Twisting, bending incorrectly, stepping on, cutting incorrectly, installing by pressing on the LED strip too hard and handling your LED strip roughly can cause issues. Please take the utmost care when handling your led strip to ensure it does not get damaged.

LED strips and the power supply will generate some heat, and for long term reliability and safety you should make sure that they are mounted in a well-ventilated position. They must also be properly stuck down so ensure the surface is clean, dry and free of grease otherwise it will not stick correctly.

Installation

Ensure the surface is clear and free from oil, grease or any loose material. An LED strip can be mounted on any flat surface, but if the wattage exceeds 15W per metre then it must be mounted onto a metal surface to dissipate the heat.

Fit it ONCE

The adhesive tape is designed to be fit ONCE - it is not designed to be removed and replaced so make sure you have planned your installation correctly. Assemble it and test it BEFORE final installation.

Troubleshooting

LED Strip does not light up

Check the polarity of the strip to the power supply

Ensure the +ve on the power supply is connected to the +ve on the LED strip and the -ve to –ve.

Check that your power supply voltage and LED strip voltage match - if your power supply is 12V it will not operate 24V LED strip.

The LED Strip lights up, but is VERY bright and it gets HOT.

If you have a 12v LED Strip then check the power supply - If a 24V power supply is connected to a 12V strip, the strip will run very bright and very hot and will burn out quickly.

Check for any loose connections

Make sure all your connections on the power supply are tight - if OK then remove the cables and check that the cable clamps connect to the copper and not to the insulation.

Make sure all pins on solder free connectors have been properly crimped down and through the copper solder pad to make a solid connection.

Check for any signs of short circuits

If soldering yourself, or have had your strip soldered by us, there may have inadvertently created a short circuit across the positive and negative wires or solder pads.

Short circuits are more likely when working with RGB, CCT or RGBW strips as the solder pads are closer together.

LED Strip is dim at one end

Check the maximum run length of your LED strip

If you have exceeded the maximum run length of your LED strip, the strip will be less bright at the end. This will be a result of voltage drop which occurs over distance.

Reduce the effects of Voltage Drop

To combat the effects of voltage drop, you must either split the strip into 2 lengths and power from the centre point, or add power to both ends of the LED strip.

LED Strip has sections that do not light up

If the failed sections are in the centre, then you should contact us and we may need to replace the LED Strip for you. If the dead LED's are at the end where you have cut the LED Strip, then you may not have cut accurately long the cut lines and you may need to try again.

Please Note
Twisting, bending incorrectly, stepping on, cutting incorrectly, installing by pressing on the LED strip too hard and handling your LED strip roughly can cause this issue. Please take the utmost care when handling your led strip to ensure it does not get damaged.

LED strip is flashing

If your LED strip is flashing in a regular, consistent sequence (e.g., on for 1 second, off for 1 second, then on for 1 second again), then your power supply is overloaded. This means you have exceeded the maximum wattage of the power supply by connecting too much LED strip.

You will need a larger power supply to handle the full wattage of the LED strip or reduce the amount of strip connected to that power supply.

Remote/LEDSpace Wall Switch not controlling LED strip

The Remote/Wall Switch is not correctly paired with the interface.

Quickly press the "match" button on your interface, the small LED indicator will slowly flash. Within 10 seconds, press "Zone 1" or number "1" on your remote/Wall Switch. The small LED indicator on the interface will quickly flash 3 times. Your devices are now paired.