Frequently Asked Questions (FAQ)

XLED 300 Beam (PR-8115)

Trouble shooting	Cause	Remedy
Fixture is completely dead.	No power to fixture.	Check that power is switched on and external cables are plugged in.
	Primary fuse is blown out.	Disconnect the fixture and check the continuity of fuse. Replace the fuse with a good one in the same type.
	Power supply is faulty.	Check that if the 100~240VAC INPUT and 48VDC OUTPUT voltage of power supply are normal. Replace it if necessary.
	Display PCB is faulty.	Check if the LED indicator is on. Replace it if necessary.
No light or the LED doesn't turn on.	PWM cable is out of order.	Check if the PWM cable goes from Display PCB to LED Drive PCB is in good connection. Repair or replace if necessary.
	Power supply is faulty.	Check if the 100~240VAC INPUT and 12VDC OUTPUT voltage of power supply are normal. Replace it if necessary.
	LED Drive PCB is faulty.	Check the LED Drive PCB and its wires. Replace the PCB if necessary.
	LED lamp is blown.	Check the LED lamp, and replace it if necessary.
The beam appears dim	Fixture is too hot.	Make sure the fixture is adequately ventilated, check if the fans are working normally. Replace it if necessary.
	The lens surface is covered with dust.	Make sure the lens surface is clean.
Fixture doesn't respond to the DMX controller.	Bad DMX data link.	Check the connections and cables, correct the poor connections if need. Repair or replace damaged cables.
	Incorrect addressing of fixtures.	Check fixture address and protocol settings.
	One of the fixtures is defective and disturbs data transmission on the link.	Unplug the XLR in and out connectors and connect them directly together to bypass one fixture at a time until normal operation is regained; check and replace the display PCB of the fixture it if necessary.
	Display PCB is faulty.	Check that the Display PCB is on. Replace it if necessary.
Pan/Tilt doesn't work correctly.	No power to motor.	Check the wires and motor itself, replace it if necessary.
	Mechanical deformation.	Check the Pan/Tilt sleeve, try to adjust the motor bearing and drive belt to proper tightness.
	Pan/Tilt encoder is faulty.	Check the optical coupling PCB and tooth wheel, replace them if necessary.
	Pan/Tilt sensor is faulty.	Check the wires, readjust the distance between magnet and magnetic sensor to be within 1.0-2.5mm.
	Pan/Tilt Drive PCB is faulty.	Check the 48VDC INPUT from power supply, wires and the PCB itself, replace it if necessary.