

Frequently Asked Questions (FAQ)



XLED 3019 (PR-8127)

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 replace it with a good one in the same type.
	Power supply is faulty.	Check the 100-240VAC INPUT and 27VDC OUTPUT of power supply with a multi-meter, replace it if necessary.
Lamp doesn't turn on.	Power supply is faulty.	Check the 27VDC OUTPUT from power supply to LED drive PCB with a multi-meter, replace it if necessary.
	LED drive PCB is faulty.	Check the LED drive PCB and its wires, replace it if necessary.
	LED board is blown out.	Check the LED board and replace it if necessary.
Light cuts out intermittently.	Fixture is too hot.	Check if the fans are working normally, allow the fixture to cool. Clean the fixture and reduce the ambient temperature.
Fixtures respond erratically or not at all to the 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.
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 27VDC INPUT from power supply, wires and Pan/Tilt drive PCB itself, replace it if necessary.
Zoom doesn't work correctly.	Zoom motor gets stuck.	Check the mechanical part of zoom motor, correct it if necessary.
	LED drive PCB is faulty.	Check the LED drive PCB and its wires, replace it if necessary.
	Zoom motor is out of order.	Check the zoom motor and its wires, replace it if necessary.