



Trouble shooting Guide

Global Tech LED Modules

Solstice LED Modules

Q: Solstice module is not powering up. None of the clusters are lighting.

A: Check power to the driver. Make sure driver voltage is correct for input voltage. Check for loose wires, replace with a new driver.

Q: Solstice module does not power, however fan is operating.

A: Either driver is bad or unit was hooked up to ac power without driver. Try replacing the driver, if it does not operate call factory for RGA, (Return Goods Authorization).

Q: Solstice module ramps up and starts flashing.

A: Flashing cycles every 30 seconds or less. This is a programmed “under-current” error code. Check unit for loose wires. Must turn unit off and repower to reset onboard computer.

Q: Solstice module operates for some time and then all but 2 clusters shut off. One cluster is the center cluster.

A: This is the programmed “over-heat” error code. Make sure that all wires are clear from fan, and fan is operating. Call factory if everything is checking out. Must turn off and restart unit to clear error.

Q: One cluster is out.

A: Each solstice unit operates as if each cluster is independent of each other. This error usually means one cluster has been damaged during the installation. Look for missing LED lenses or loose components. Call factory for RGA.

Q: One LED is out in the cluster.

A: This typically means we have a damaged or defective LED. The unit will operate with LED's being out. Contact factory for RGA.

Q: Solstice module ramps up to full output and then shuts off, however, the fan remains on.

A: This programmed error code can be either “over-voltage” or “under-voltage”. Check input voltage to ensure that the driver is getting correct voltage. If input voltage is correct, then it is likely to be a defective driver. Call factory for RGA.

Q: Light comes on, but orange in color.

A: Remove the front cover with orange label that notes “remove cover when installed”!

GTL Mesh Node Controller

Q: When unit is powered up, no green light comes on:

A: Check power and make sure 24 volts is powering the GTL controller.

Q: When unit is powered up, the green light flashes quickly and it is not communicating with other units.

A: Check control ID to make sure they are configured on the same channels. If they are correct, turn power off for 30 seconds and re-energize. If this does not fix the problem, call factory for assistance.

Q: Units all have steady flashing green light, however the control device is not operating the lamps.

A: Put control device in test mode and see if lamps flash. If they do, control ID is wrong or device is not wired properly. Contact factory if you continue to have issues.

Q: Light is dimmed to 50% and flashing on a cycle.

A: Control device is in test mode. Switch to live mode.

Q: Light is off and flashing on a cycle.

A: Light has lost connection to control device check the power.