

Case 1

ONE OR MORE LED BULBS ARE NOT WORKING

Not working means:

- The LED Bulb does not light up
- Part of the LED Bulb does not light up
- The LED Bulb emits a dim/purple light

Check that the primary circuit is working.

Check that all connections in the mounting plate are correct according to the installation instructions.

If there is a dimmer, check if the dimming standard is compatible with the driver (specified on the driver label).

Check if there is voltage in the secondary circuit that contains the LED Bulbs that aren't working. Please do this with an open-circuit test by disconnecting the terminals between the driver and the secondary circuit.

YES

NO

How many LED Bulbs are there in the relevant secondary circuit?

One

More than one

Outcome A

Are there any LED Bulbs working?

YES

NO

Use a Jumper to check how many LED Bulbs aren't working.

Outcome B

Outcome C

Outcome D

Please fill out this form for each secondary circuit that has LED Bulbs which are not working and send it to: support@giopatocombes.com

- Outcome:
- How many LED Bulbs aren't working:
- Order number or packing list number:
- Product photos/videos
- Photos of the wiring inside the mounting plate