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## LUMINOUS FAMILY RETROFITS

**Q:** LED engine is not powering up. None of the clusters are lighting and the fan does not run.

**A:** Check the connections to the driver and to the LED engine. If there is a photocell in the circuit, please test without the photocell. If the engine does not power up, please call 866-755-3563, option 1 and ask for an RMA for a defective driver.

**Q:** LED engine does not power, however fan is operating.

**A:** Either driver is bad or unit was hooked up directly to AC power. If you are certain the LED engine had not been hooked up to AC power, please call 866-755-3563, option 1 and ask for an RMA for a defective driver.

**Q:** LED engine ramps up and starts flashing.

**A:** Flashing cycles every 30 seconds or less. This is a programmed “under-current” error code. Check LED engine and driver for loose wires. The LED engine must be powered off to reset onboard computer.

**Q:** LED engine 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. Please ensure no bugs or debris are in the fan. The LED engine must be powered off to reset onboard computer. If this still happens, please call 866-755-3563, option 1 and ask for an RMA for a defective engine.

**Q:** One cluster is out.

**A:** Each solstice unit operates as if each cluster is independent of each other. This error means one cluster is physically damaged somehow. Look for missing LED lenses or any loose components and please call 866-755-3563, option 1. You will need to purchase a new LED engine.

**Q:** One LED is out in the cluster.

**A:** This typically means there is a damaged or defective LED chip. Check all LED chips, if one looks different than the others – discolored or dark – then the LED chip has burned out. Please call 866-755-3563, option 1 and ask for an RMA for a defective LED engine. If the LED chip is missing or the lens is hanging off, it has been damaged. The unit will operate with this one LED out.

**Q:** LED engine 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 a defective driver. Please call 866-755-3563, option 1 and ask for an RMA for a defective driver.

**Q:** Light comes on, but faded and green in color.

**A:** Remove the front cover with white/green label that notes “Remove after installation”.