TREX DECKINGLIGHTING TROUBLESHOOTING GUIDE

Problem	Question	ANSWER	Check or Confirm	Action	Possible Cause or Follow Up
CONFIRM FIRST THAT THE CUSTOMER HAS A TREX TRANSFORMER INSTALLED. IF NOT ADVISE CUSTOMER WE DO NOT SUPPORT USE OF NON-TREX POWER SUPPLIES AND CEASE TROUBLESHOOTING.					
Are all lights out	Is customer using GFCI protected outlet?	Yes --->	Ensure that GFCI is working properly.	Reset and test GCFI circuit to ensure proper operation with another A/C 120v device (for example, a table lamp). Note: often GFCI controls for outdoor outlets are inside the building.	If GFCI is working, proceed toTrex Timer troubleshooting. If not, replace GFCI control outlet.
		No --->	It is important to use GFCI protection with Trex Outdoor lighting.	Install GFCI protection and proceed to transformer troubleshooting.	
	Is customer using Trex Timer?	Yes --->	Ensure Timer is switched to "ON" for testing. Check lights to see if they come on.	If the lights do not come on, complete steps in transformer troubleshooting outlined below. If lights do come on, ensure the photocell on the timer works by turning the timer to "DUSK/DAWN" setting and covering photocell for several seconds. Lights should come on as photocell senses darkness.	If lights do not come on with Timer set to "ON", remove Timer and plug transformer directly in to outlet and repeat. If lights still do not work proceed to to transformer troubleshooting.
		No, using other timing method --->	Remove timer	Trex does not warranty or support use of non-Trex timer.	
	Is customer using Trex Transformer?	Yes ---> (Please provide 4 or 6 digit date code on silver label of transformer - located in lower right corner)	Test transformer output	IF DIMMER IS INSTALLED REMOVE IT FROM THE CIRCUIT. First, ensure wire connection to the transformer is fully insterted and screwed on. If installed with wire nuts, remove wire nuts and test power output with a voltmeter or by wiring a known good Trex LED light. Ensure polarity is correct.	If light works transformer is working. If light does not work refer to Dimmer Troubleshooting. If transformer is working but all lights are out, the connection of the 20' transformer wire is the problem or wiring is not connected correctly with wire nuts. For Plug and Play lighting, ensure the female splitter pins are intact and not bent. If
		No --->		Trex does not warranty or support use of non-Trex transformer.	Obtain a Trex transformer from Trexr retailer and begin troubleshooting.
	Is customer using Trex Dimmer?	Yes --->	For old style dimmer you have clip on connections. Check for continuity and polarity. The new style dimmer has a plug with screw on connection. Ensure connection is fully inserted and secure.	If lights come on, check dimmer function with buttons on dimmer housing. If lights do not come on, push "ON/OFF" button on dimmer housing.	If lights worked in previous step, but will not come on now, dimmer is likely faulty.
		No, using other dimming method --->	Remove dimmer	Trex does not warranty or support use of non-Trex timer.	
All lights are out / Lights are blinking	Has customer overloaded the circuit? Check calculator.	Yes --->		Purchase another transformer and use it to power second half the circuit.	
		No --->	A short in the wiring can cause blinking.	Connect the transformer to just the first light. If blinking stops, connect the first half of the circuit. If the blinking is still not present connect the rest of the circuit. Blinking should continue.	If the first half of the circuit blinks, work backwards checking each light. The possible short is likely in the first half of lights. If the second half of the circuit blinks, work backwards from the last light checking each light. The possible short is likely in the second half of lights.

I think I have found a short	***General guidelines regarding shorts*** : If wired with wire nuts, make sure that wire is not damaged and a staple has not penetrated sheath. If plug and play, remove the 5' male /male wire that connects the light to the splitter and try a known good 5' male/male wire.				
One or more lights are out, but many work.	***General guidelines regarding lights with RED/BLACK wire leads*** : Any of these lights can be tested using a standard 9V battery. Ensure polarity is correct.				
	Is this a Post Cap Light?	Yes --->	Make sure power is ON. If old style, lift light and first check connection to circuit board on underside of cap. If installed with wire nuts remove wire nuts and ensure RED/BLACK light leads are connected to main power wires and polarity is correct. If new style, ensure the female plug pins are intact and not bent and the light strip is not damaged.	Reinsert small white plug into cap circuit board if disconnected. If new style take Post Cap to known good male plug and test.	If new style and light strip is damaged it cannot be repaired. If new style and light tests working on another male lead check the 5' male/male lead connection at splitter for bent pins or disconnection. Try another port on splitter. If light still doesn't work replace 5' male/male wire.
	Is this a Post Light?	Yes --->	Twist off aluminum cover by hand and pull LED engine out if old style. Ensure white plug is connected. If new style, you will not be able to remove LED engine. Remove two screws and ensure female pins are intact, not bent and fully insterted into male plug.	Reconnect old style white connector if disconnected. Check that RED/BLACK wires at underside of deck are connected to main power wires. If new style take housing to a known good male plug and test.	If new style and light tests working on another male lead check the 5' male/male lead connection at splitter for bent pins or disconnection. Try another port on splitter. If light still doesn't work replace 5' male/male wire.
	Is this a Recessed light?	Yes --->	If old style go under deck and check that RED/BLACK lead wires are connected to main power wires. If new style check female pins are intact, not bent and fully insterted into male plug.	Check that RED/BLACK wires at underside of deck are connected to main power wires. If new style push housing UP FROM BOTTOM and take light to known good male plug to test.	If new style and light tests working on another male lead check the 5' male/male lead connection at splitter for bent pins or disconnection. Try another port on splitter. If light still doesn't work replace 5' male/male wire.
	Is this a Riser light?	Yes --->	If old style go under deck and check that RED/BLACK lead wires are connected to main power wires. If new style check female pins are intact, not bent and fully insterted into male plug.	Reconnect RED/BLACK leads to main wire if disconnected. If new style push housing OUT FROM BACK and take light to known good male plug to test. If another riser lead is close by, simply switch with known good lead.	If new style and light tests working on another male lead check the 5' male/male lead connection at splitter for bent pins or disconnection. Try another port on splitter. If light still doesn't work replace 5' male/male wire.
Dimmer remote does not work	Attempt to control dimmer functions with buttons on housing. Does this work?	Yes --->		If dimmer remote does NOT have a metal antennae replace dimmer or rely on housing controls. If dimmer DOES have metal antennae call 1-800 Buy Trex for replacement.	
		No --->	Replace dimmer		