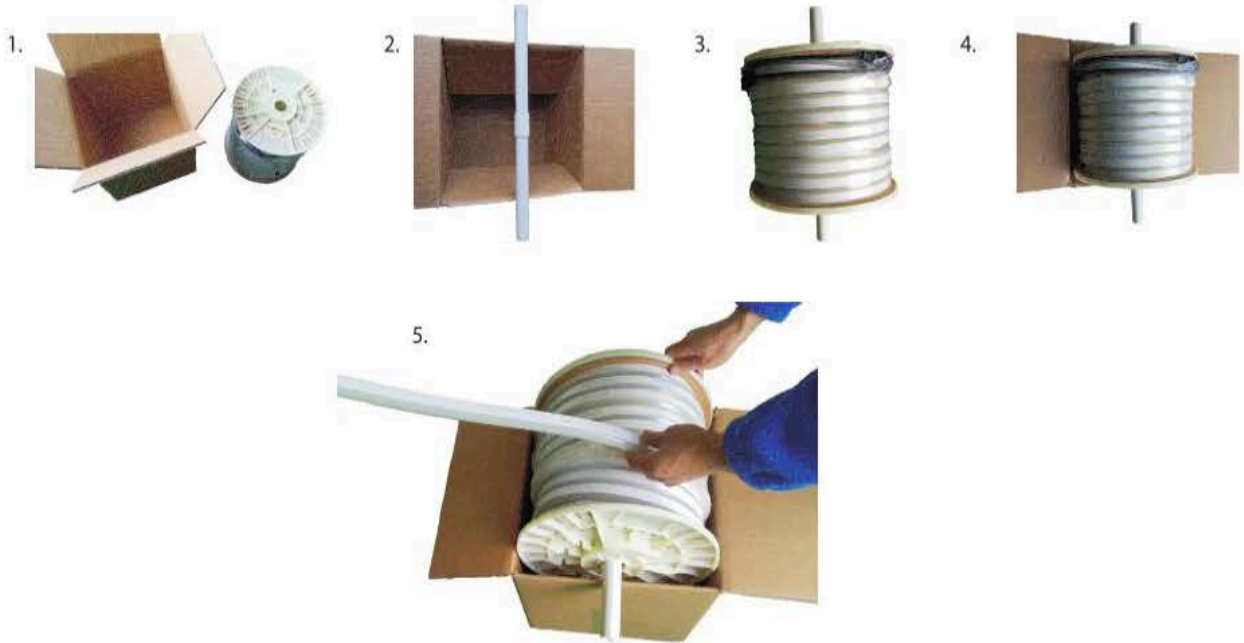


# 01

## Unpacking

### Rubber Roll

- (1)Unpack all contents. Don't power on more than 5 minutes before unpack.
- (2)Find a stick as spindle,slide the spindle into the roll.
- (3)Place the roll with spindle on top of the box provided.
- (4)Unroll the fixture from the top,gently without twisting or excessive force.
- (5)Once cut,secure any leftover lighting with packing tape.





## 02

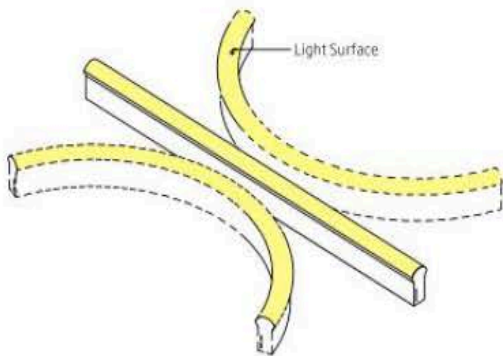
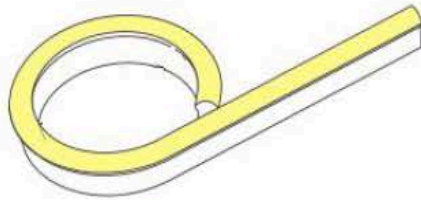
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### Caution

1. Before making any cuts, installation, maintenance or connection, be sure the fixture is disconnected!
2. Note: all connector joints must be connected correctly and sealed well to achieve IP68 rating.
3. Please operate this flex light according to the instructions, the working voltage must match product requirements.
4. Please confirm the polarity of connector before inserting front connection cable.
5. Connect and cut this product correctly. Incorrect cutting and connecting will damage this product.
6. Do not twist this fixture, or it will result in damaging the internal circuit board.

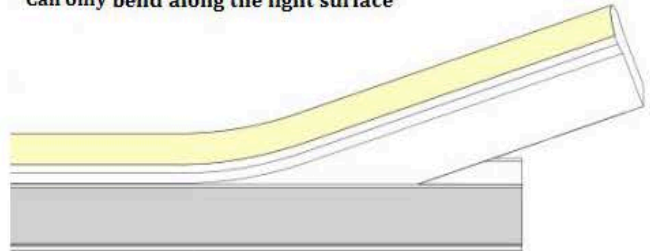
**Correct**

Side View Type

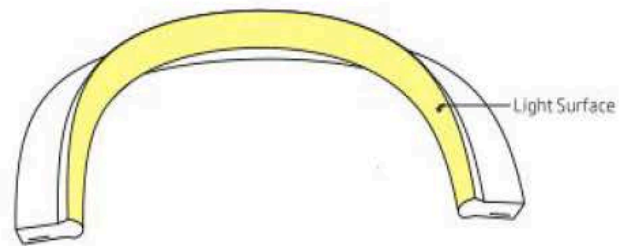
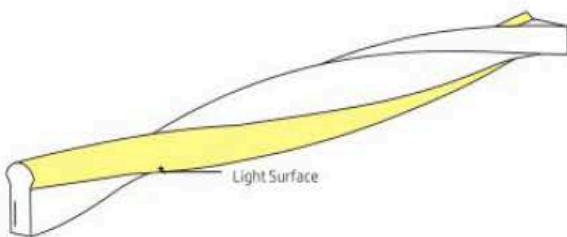


Top View Type

Can only bend along the light surface



**Incorrect**



Do not twist the light.

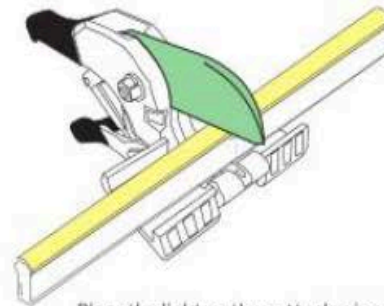
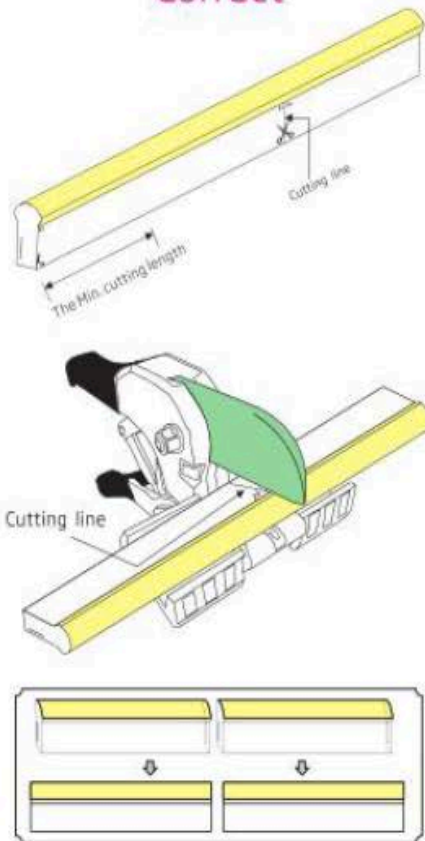
# 03

## Instructions for Cutting

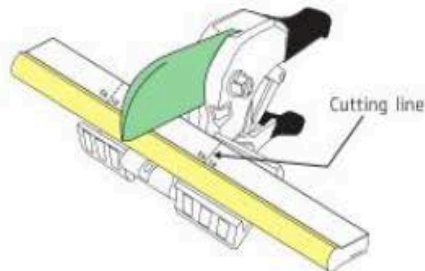
Note:

1. Place the light horizontally when cutting it.
2. Use only factory-recommended cutter.
3. Cut the light according to the following instructions.  
Incorrect cutting & operation will damage the circuitry.

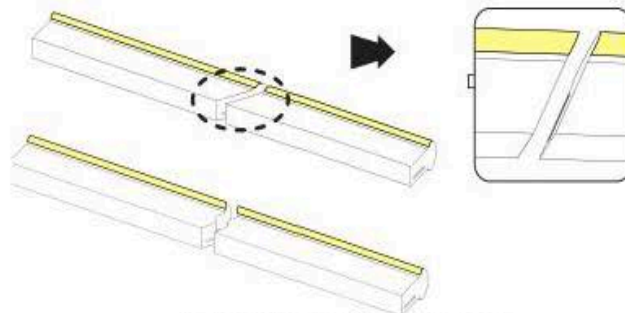
Correct



Place the light on the cutter horizontally and the light-emitting surface faces outwards.



Incorrect



DO NOT CUT ON AN ANGLE.



# 04

## Assembling Front Connector

(Ignore these steps if the front connector has been assembled before delivery.)

Note:

1. Never wet the assembly units or assemble with wet hands;
2. Please use the tools correctly;
3. Please pay attention to personal security when using tools.



1. Always make sure to use the correct splice pin for the appropriate direction.



2. Insert the splice pin into the top end of the neon flex, make sure it can touch the copper wires. If the copper wires are too deep inside, you can cut a little of the PVC jacket, but be careful not to cut the PCB board.



3. Brush some water-proof glue around the front connector.



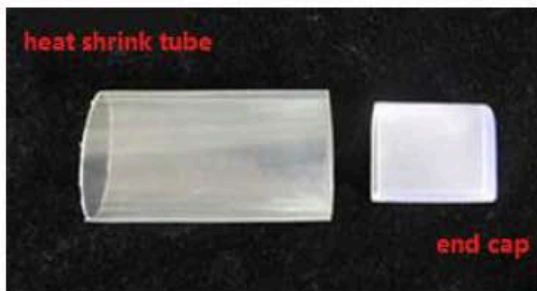
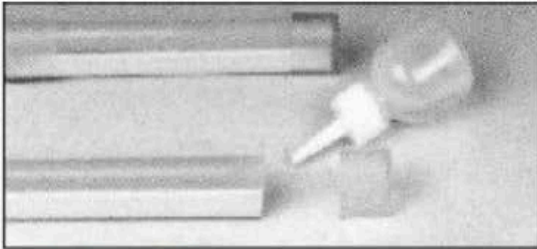
4. Assemble the front connection cable to the neon flex, insert the splice pin into the front connector correctly.



5. Put a heat shrink tube outside the front connector, heat shrink well to make it waterproof, then seal the gap with glue.

## 05

### Assembling End Cap



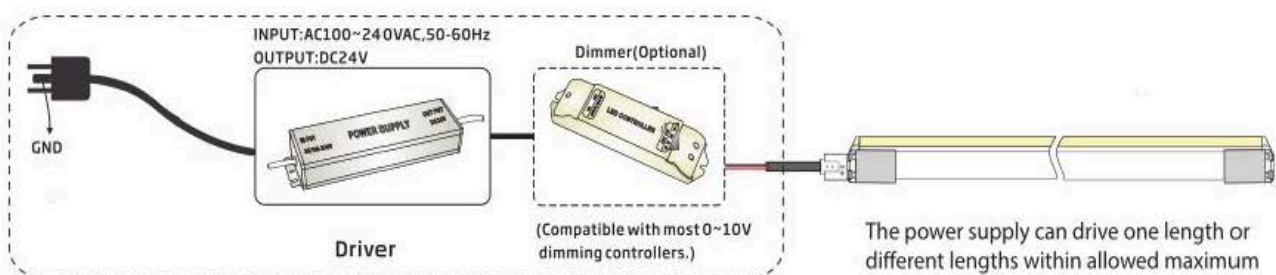
1. Put some water-proof glue into the end cap, assemble the end cap to the other end of the neon flex.
2. Put a heat shrink tube on the end cap and heat shrink well, brush some glue to seal the gap.

## 06

### Wiring Diagrams

#### Single Color 24V Wiring

1. This LED Neon Flex Fixture must be used in conjunction with 24V power supply.
2. Always observe proper polarity.
3. Ensure to add 20% buffer when sizing power supply.
4. Ensure that the used current capacity of the power cord is no greater than 80% of its maximum current.
5. To minimize the voltage drop and keep light consistency, position power supply nearest to the power feed end of LED Neon Flex Ribbon and keep the power line as short as possible.



# 08

## Troubleshooting

### **The whole light doesn't work.**

Check that the power cord is plugged in, switched on and receiving power.

Check all light, dimmer or controller connections, connecting from the power supply to the fixture.

Check polarity of all wire connections.

Make sure power supply output voltage match product requirements.

Check front connector, make sure the splice pins touch the copper wires and properly assembled.

### **Light appears dim or dull at one end.**

Check whether the output voltage of the power supply is lower than that of light.

Adjust the dimming level to maximum.

Considering voltage drop. 24V can max run 20 meters in one line, 12V can max run 10 meters.

### **Light emitting appear excessive brightness.**

Check whether the output voltage of the power supply is higher than that of the light.

Check whether the power grid is stable.

### **If the first segment doesn't work.**

Cut not in indicated cutting line or not in a straight line. Cut out and remove the first segment.

Damage caused to the first LED chip when cutting. Cut out the first segment and properly assemble connector.

Water ingress due to poor connector assembly could cause a short circuit of first segment.

Replace length with a new one.

External impact damage inside LEDs. Only use your hands to install LED Neon Flex into Aluminum pro

### **Light is flashing on and off.**

Check the power supply to ensure it supports the length you are using. Select the appropriate length or install an additional power supply to support your installation.

Check that the power supply output voltage is stable.

Check front connector is properly installed with good contact with the copper PCB.

Check proper controller is connected.