

Troubleshooting LED- Please follow all steps below.

A. **Is your decoration animated with a controller?** If it is **animated** with controller, Please skip to B. **If it does not have controller and does not flash** then please do the following:

1. If your item is **NOT** an animated item and you have lights that are not lighting, please **change** the fuses in the plug. Do not check the fuses. **Throw away** the ones that are in the plug and put **new ones** in. Do not use a tester or look them over. Take both old ones out. Put new ones in.
2. Also, check your extension cord to make sure you have power going to the decoration.
3. Once you have determined that you have lights out, email a picture of the entire item in the dark to us at lightup@christmasdonebright.com we will look up your warranty information and respond accordingly.

B. ***If your item is animated with a controller:***

1. Disconnect the controller **completely** from the decoration. Put the controller aside.
2. When the controller is no longer plugged to the decoration, one at a time, plug male plugs into an extension cord to see if the light sets come on. This will determine if you have a controller issue or a light set issue. Once you have plugged in all male plugs, you can then see which lights might have an issue.
3. IF you have a set that **does not** come on when plugged to a direct power source, change the fuses in the plug. Do not check the fuses but rather take them out and throw them away. Put in new fuses.
4. If your lights do light up with the controller away from the decoration, then it is time to test the controller. Plug a light string or a night light into each point of the controller one at a time. IF the string or night light blinks, then this point on the controller is good. Check each point.
4. If you have a light set problem, determined that you have lights out, email a picture of the entire item in the dark to us at

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- C. *On items that have **black** controller boxes*, there could be a polarity issue. In this case, you may forget from year to year that each male plug on the decoration has a silver dot on the plug. Each female plug from the controller has a silver dot. These dots have to be lined up on the same side of each other.
- D. If you cannot determine the problem, please contact us and we will be happy to help you with troubleshooting and then take measures to correct the issue. You **must be** with the decoration when you call as we cannot assist you in troubleshooting without the decoration. If you contact us without the decoration, you will be asked to call again once you are with the decoration and do the troubleshooting steps that we ask of you.