TREX® OUTDOORLIGHTING™ TROUBLESHOOTING GUIDE

DECK LIGHTING

If you're experiencing a problem with any part of the Trex Deck Lighting system, please reference the troubleshooting flow charts below. Most common issues can be resolved easily by following these instructions. Should you require additional support, please call 1-800-BUY-TREX or send an email to question@trex.com.

If all of your Trex® lights are out...

? Are you using a GFCI-protected outlet?

YES

Using the test button on the GFCI outlet, confirm that the outlet is working properly.

Reset and test the GFCI outlet to ensure proper operation with another A/C 120v device (for example, a table lamp).

Note: GFCI controls for outdoor outlets are often located inside the building.

If the GFCI outlet is working, but the lights are not working, see Trex timer troubleshooting on page 2.

If the GFCI outlet is not working, replace the GFCI outlet.

NO

It is required to use GFCI protection with Trex OutdoorLighting to help prevent damage to lighting from electrical surges.

Install GFCI protection and see Trex transformer troubleshooting on page 2.

? Are you using a Trex timer?

YES

Ensure the timer is switched to "ON". Check the lights to see if they come on.

If the lights DO NOT come on, see Trex transformer troubleshooting on page 2.

If the lights DO come on, ensure the photocell sensor on the timer works by turning the timer to the "DUSK/DAWN" setting and covering the photocell for 10 seconds. The lights should come on as the photocell senses darkness.

If the lights DO NOT come on with the timer set to "ON", remove the timer and plug the transformer directly into the outlet and repeat. If the lights still DO NOT work, see Trex transformer troubleshooting on page 2.

NO

Trex does not warrant or support use of non-Trex timers.

Obtain a Trex timer from a Trex retailer and begin troubleshooting.

If all of your Trex® lights are out...

Are you using a Trex transformer?

YES

Test the transformer output.

If a dimmer is installed, remove it from the transformer. Ensure the wire connected to the transformer is fully inserted and screwed on. Remove any installed wire nuts. Test power output with a voltmeter, or by wiring a known good Trex light directly to the transformer leads and ensure polarity is correct.

If the test lights DO work, the transformer is working. If the lights DO NOT work and the transformer is not outputting power it should be replaced.

If the Transformer is working but all lights are out, the connection of the 20' transformer wire is the problem, or the wiring is not connected correctly with wire nuts. For Trex LightHub® plug-and-play lighting, ensure that the female splitter pins are intact (and not bent). If the lights still don't work, try another port.

NO

Trex does not warrant or support the use of non-Trex transformers. Obtain a Trex transformer from a Trex retailer and begin troubleshooting

Any light fixture damage caused by the use of a non-Trex transformer will not be covered by the Trex Limited Warranty.

Are you using a Trex dimmer?

YES

Older model dimmers have clip-on connections. Check for continuity and polarity. Newer style dimmers have a plug with screw-on connections. Ensure the plug's connection is fully inserted and secure.

If the lights DO NOT come on using the dimmer remote, check if the dimmer is functioning using the buttons on the dimmer housing.

If the lights worked after the previous steps in the Transformer Troubleshooting section, but will not come on now, your dimmer is likely faulty.

Obtain a new Trex dimmer from a Trex retailer.

NO

Remove the non-Trex dimmer. Trex does not warrant or support the use of non-Trex dimmers. Obtain a Trex dimmer from a Trex retailer and begin troubleshooting.

If all of your Trex® lights are out, or your lights are blinking...

Have you overloaded the circuit?
Check the transformer capacity calculator below.

YES

Purchase another transformer and use it to power the second half of the circuit.

NO

A short in the wiring can cause your lights to blink.

Connect the transformer to just the first light. If the light continues to blink, replace the transformer. If the blinking is not present, connect the first half of the circuit.

If the first half of the lights connected to the circuit blinks, work backwards checking each light. The possible short is likely in the first half of lights. If the lights do not blink while the first half is connected, go ahead and connect the second half of the circuit.

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.

TRANSFORMER CAPACITY BY TYPE		
Type of light	5A transformer (DL TRANSFORMER)	2.5A transformer (2.5 DL TRANSFORMER)
Riser	180	90
Recessed	180	90
Post Cap	55	22
Deck Rail	180	90
Well Light	46	23
Path Light	31	16
Spot Light	7	N/A
Multifunction Light	31	16

Above listing is for maximum number of each individual types of lights.
If mixing and matching lighting, contact Trex to determine if more than on transformer is required.

If you think you have found a short...

General guidelines regarding shorts:
If your lighting is wired with wire nuts, make sure the wire is not damaged and that a staple has not penetrated the wire sheath. If you're using Trex LightHub® plug-and-play lights, remove the 5' male/male wire that connects the light to the splitter, and try a known working 5' male/male wire.

If one or more of the lights are out, but many are working...

Identify the style of your Trex light components. Older styled components have black and red wires, while the newer models have silver-coloured wires and LightHub plugs. Then, follow the directions below, specific to each type of Trex deck light.

POST CAP LIGHT

Make sure power is ON.

OLD STYLE: Lift the light and first check the connection to the circuit board on underside of the cap. If it's installed with wire nuts, remove the wire nuts and ensure the RED/BLACK light leads are connected to the main power wires and polarity is correct.

NEW STYLE: Ensure the female plug pins are intact (not bent), and the light strip is not damaged.

OLD STYLE: Reinsert the small white plug into the cap circuit board if it was disconnected.

NEW STYLE: Take the Post Cap to a known good male plug and test.

OLD STYLE: If the light strip on your Post Cap Light is damaged, it cannot be repaired.

NEW STYLE: If the light test is working on another male lead, check the 5' male/male lead connection at the splitter for bent pins or a disconnection.

Try another port on the splitter.
If the light still doesn't work, replace the 5' male/male wire.

RECESSED DECK LIGHT

OLD STYLE: Go under the deck and check that the RED/BLACK lead wires are connected to the main power wires.

NEW STYLE: Check that female pins are intact (not bent) and fully inserted into the male plug.

OLD STYLE: Check that the RED/BLACK wires at underside of the deck are connected to the main power wires.

NEW STYLE: Push the housing UP from the bottom and take the light to a known good male plug to test.

NEW STYLE: If your light is working when tested on another male lead, check the 5' male/male lead connection at the splitter for bent pins or a disconnection.

Try another port on the splitter.
If the light still doesn't work, replace the 5' male/male wire.

DECK RAIL LIGHT

OLD STYLE: Twist off the aluminium cover by hand and pull out the LED engine. Ensure the white plug is connected.

NEW STYLE: You will not be able to remove the LED engine. Remove the two screws and ensure that the female pins are intact (not bent) and fully inserted into the male plug.

OLD STYLE: Reconnect the white connector if disconnected. Check that the RED/BLACK wires at the underside of the deck are connected to the main power wires.

NEW STYLE: Connect the housing to a known good male plug and test.

NEW STYLE: If your light is working when tested on another male lead, check the 5' male/male lead connection at the splitter for bent pins or a disconnection.

Try another port on the splitter. If the light still doesn't work, replace the 5' male/male wire.

LED STAIR RISER LIGHT

OLD STYLE: Go under the deck and check that the RED/BLACK lead wires are connected to the main power wires.

NEW STYLE: Check that female pins are intact (not bent) and fully inserted into the male plug.

OLD STYLE: Reconnect the RED/BLACK leads to the main wire if disconnected.

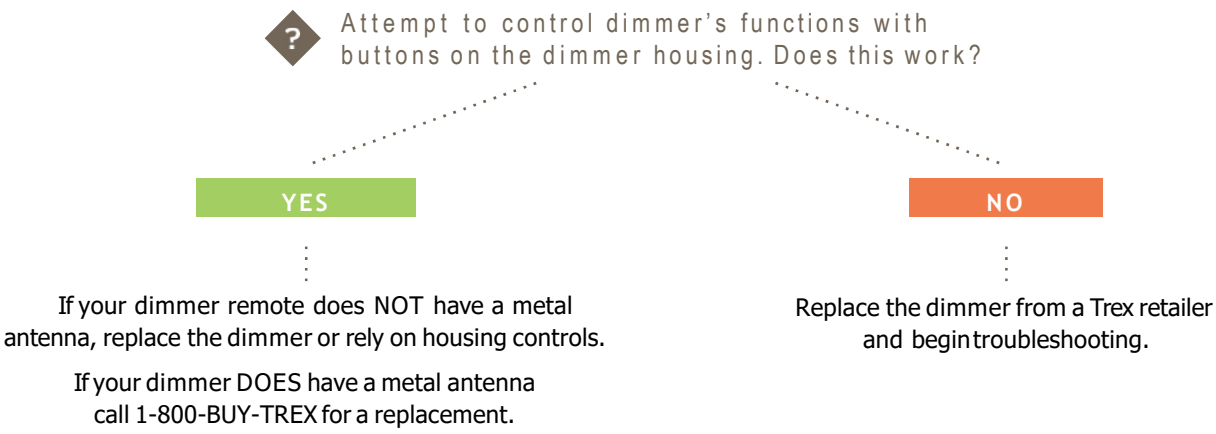
NEW STYLE: Push housing OUT from back, and take the light to a known good male plug to test. If another riser lead is close by, simply switch it with the known good lead.

NEW STYLE: If your light is working when tested on another male lead, check the 5' male/male lead connection at the splitter for bent pins or a disconnection.

Try another port on the splitter.
If the light still doesn't work, replace the 5' male/male wire.

General guidelines regarding older styled light with RED/BLACK wire leads:
Any of these lights can be tested using a standard 9V battery. Ensure polarity is correct.

If your dimmer remote does not work...



If your dimmer remote does NOT have a metal antenna, replace the dimmer or rely on housing controls.

If your dimmer DOES have a metal antenna call 1-800-BUY-TREX for a replacement.

Replace the dimmer from a Trex retailer and begin troubleshooting.