

GUIDANCE NOTES FOR QUALIFIED ELECTRICIANS. PLEASE KEEP!!

**THANK YOU FOR PURCHASING THIS PRODUCT
from SaveMyLight.**

**IN KEEPING WITH OUR TERMS AND CONDITIONS AS WELL AS THE GUARANTEE WE ASK THAT ALL
PRODUCTS ARE FITTED BY A QUALIFIED ELECTRICIAN.**

All products are rigorously tested before despatch by our test team to avoid faulty items on arrival.
DO NOT ATTEMPT TO TEST THIS PRODUCT AS INCORRECT RESULTS WILL OCCUR!!

It is extremely common that when the original product stops working it may have caused damage to the internal components of the light fitting, which gives the impression that the new product is faulty upon fitting.
It is only under closer inspection that the fault/s can be seen.

**PLEASE DO NOT ASSUME THE NEW PRODUCT IS FAULTY IF YOUR LIGHT FITTING FAILS TO
ILLUMINATE. IT HAS BEEN TESTED BEFORE DESPATCH.**

The most common reasons for a new product not to work are:-

- 1) Earthing terminal / securing nut / earthing spade loose / damaged / incorrectly fitted
- 2) 240 volt wiring inside or to 12 volt junction box loose / damaged / incorrectly fitted
- 3) Wiring inside the light fitting is earthing out to the light body itself causing a short circuit *
- 4) Wiring to bulb holder terminals loose or damaged
- 5) The pins on a bulb are shorting out
- 6) The wiring to the product is not tightly fitted in the terminal screw boxes or the 240 volt is connected to the 12 volt output causing the product to fail instantly **
- 7) Melted / damaged plastic fixtures or internal components – CEASE USE OF THE LIGHT FITTING.

* - Should you have an internal wiring fault that has caused the product to fail by earthing / arcing another product may need to be purchased.

** - We are unable to replace products caused by incorrect fitting. Guarantee will be void and a new product will need to be purchased.

Should your product still not work after the above checks have been carried out and there is no obvious damage to the light fitting or its components then cease installation and email us at support@savemylight.co.uk
We may require the product back for testing to check and compare against the pre-despatch test results.

**PLEASE DO NOT ATTEMPT TO DISASSEMBLE OR TEST THE PRODUCT YOURSELF AS THIS CAN
CAUSE MORE DAMAGE, VOIDS THE GUARANTEE AND MAKES THE TEST TEAMS JOB OF TESTING
THE PRODUCT MORE DIFFICULT.**

Issues of non working products cannot always be resolved by email and we will almost certainly need telephone contact with the buyer and vice versa.

Our job is to save your light fitting and give you many further years of illumination.

Please keep a copy of the sales receipt that accompanied your product as this contains important information and is your proof of purchase.

If you need further advice then please call us on
0044 (0)871 288 266 0 or 0044 (0)871 288 266 2

THANK YOU AGAIN FOR YOUR PURCHASE

PLEASE READ THE FOLLOWING CAREFULLY WHEN USING A WALL DIMMER SWITCH TRAILING EDGE & LEADING EDGE DIMMER SWITCHES

Originally electronic transformers were designed to be an economical replacement for wire wound transformers. They offered such benefits as, guaranteed 11.5 volts, short circuit protection, a compact design with less heat to dissipate and some offered soft start, all at a reduced cost.

Predictably, as soon as they were available, there was a requirement for them to be dimmed.

Many problems such as flickering lights, humming of either the transformer or dimmer, loss of lamp brilliance, power spikes and induced DC have been experienced when dimming electronic transformers.

Trailing Edge dimmers have been purposely built for these capacitive loads and therefore should be used at all times with an electronic transformer.

Trailing Edge dimmers are the best way to dim electronic transformers, but there is no guarantee that the transformer won't hum when being dimmed. This differs from transformer to transformer.

However if a transformer hums while being dimmed with a Trailing Edge dimmer, results of tests have shown the hum will be louder when dimming the transformer using a Leading Edge dimmer.

Trailing Edge dimmers are purpose built to control capacitive loads. They do not have an inductor.

By the nature of their design Trailing Edge dimmers turn the current off and therefore it is impossible for them to produce spikes.

Trailing Edge dimmer ranges have load ratings ranging from the 250va and 400va in trailing edge mode, to 500va, 750va and 1000va Trailing Edge Dimmers. They should all adjust for power factor, solve DC issues, get rid of spikes, noise and allow lamps to reach their full brilliance.

All 12v halogen transformers sold by SaveMyLight are capable of being dimmed on the primary 240v side using a Trailing Edge wall dimmer and feature soft start unless otherwise stated.

All Trailing Edge wall dimmer switches sold by SaveMyLight are suitable for the transformers we retail.

It is normal to hear a hum when dimming a transformer. The transformer is **NOT** faulty.

Returning a transformer and exchanging it for another will not eradicate the hum, but instead cause extra postal expense for the customer.

We advise changing your wall dimmer switch to a Trailing Edge type to decrease the sound of the hum.

Transformers damaged by using an incorrect wall dimmer will **NOT** be replaced under guarantee.

LIGHT BULBS

Light bulbs can burn out quickly especially if left on for long periods of time.

The first thing to do if a light bulb seems to burn out quickly is check the fixture it's in.

Light fixtures can wear out over time and develop wiring problems that blow out light bulbs.

If light bulbs are repeatedly burning out quickly in the same light fixture, it's probably the fixture. (Of course, be sure you're following the fixture manufacturer's specifications for light bulb wattage, voltage, and bulb shape.)

Do not exceed the wattage of the transformer by increasing the power of the light bulbs as damage will occur to the transformer and cause it to go into Safety Cut Out mode (SCO) to protect the Printed Circuit Board (PCB).

TRANSFORMER AUTO RESET

ALL transformers are fitted with a safety cut out (SCO) in the event of an overload or similar problem on the 12v side. However serious damage to light fittings can and will damage a new product if not checked before installation.

If the product fails to work at the time of installation or stops working after a period of normal use, more than likely the safety cut out has engaged. Always check this first. Please do **NOT** take the product apart to try and reset / repair.

There are no buttons to press inside the unit. The safety cut out is part of the PCB.

To reset, the fault causing the cut out to engage must be cleared. If not the cut out will continue to engage.

Should a product be returned to us with the safety cut out engaged and no actual fault is found a retesting charge of £10.00 will apply to UK sales and 12 Euros for International sales. This retest lasts in excess of 3 hours.

This fee covers the extra safety and workings tests which are carried out to check a product with a potential fault.

It is extremely rare for a product to cease working where the fault is not the safety cut out engaging.