

Troubleshooting

75544111, 97979036, 97980036, 97994036

Firstly, please check the power supply the customer is using with their unit is the correct TickiT PSU (power supply unit) 5.0V DC that was supplied with the product.

If the customer has used a PSU of a higher voltage, a replacement PSU may not work, as the one used could have caused permanent damage to the internal LED unit. This is not deemed as a manufacturing fault.

If the customer has used a PSU of a lower voltage, this should not damage the unit, it just won't work properly as it does not have enough power, so a new PSU should work.

If the customer is using the correct TickiT PSU please ask them to try the following steps to find out what the problem is;

POSSIBLE FAULTY POWER SUPPLY UNIT (PSU)

- Let the unit run completely flat until the light goes out.
- Charge the Mood Light for 8-10 hours, as per the user instructions.
Please ensure the unit is switched OFF at the base (as shown in the image below) while charging.
If the unit is switched ON while charging, the power supply will act as a power source only and will not charge the battery (making it appear that the PSU is not working properly).
The unit needs to be switched OFF when charging for it to be able to hold charge.
If the Mood Light comes on while charging, use the manual button on the base to turn the light OFF and continue charging.



- If the unit is not being fully charged (once discharged) and is always used with the PSU as the power source, it may cause persistent flashing.
In this case the unit will need to be fully discharged and then re-charged (while switched Off).
The light will flash when the battery is close to running out.
- Whilst charging you should be able to see the dim red charging light inside the unit, which will turn green when the unit is fully charged. (The images below show the LED unit outside of the Mood Shape).



- If the unit does not charge, the power supply unit (PSU) may be the problem and we can supply a new one - item code 75544111D

POSSIBLE FAULTY REMOTE CONTROL

- When the unit is fully charged press and hold the manual ON/OFF button on the bottom of the Mood Light for at least 3 to 5 seconds to turn it on.
- To turn off, again press and hold the button down until the unit switches off.
- Try this procedure with both the unit plugged and unplugged into the mains power supply.
- If these steps result with the mood shape lighting up successfully, the remote control may be the problem and we can supply a new one - item code 75545111D

POSSIBLE FAULTY LED UNIT

The LED unit can be replaced in any of our mood shapes with our standard replacement 75544111C.

- If the Mood Light does not light up after fully charging and unplugging from the mains power supply, this will indicate the main LED unit may be the problem and we can supply a new one – item code 75544111C

The LED unit is easy to replace - unscrew the screws with a small screwdriver to detach the faulty LED, and then screwing in the new LED unit.

