



**HPWINNER After-sales Service Manuals of
LED products**




Hangzhou Hpwinner Lighting Equipments Co., Ltd

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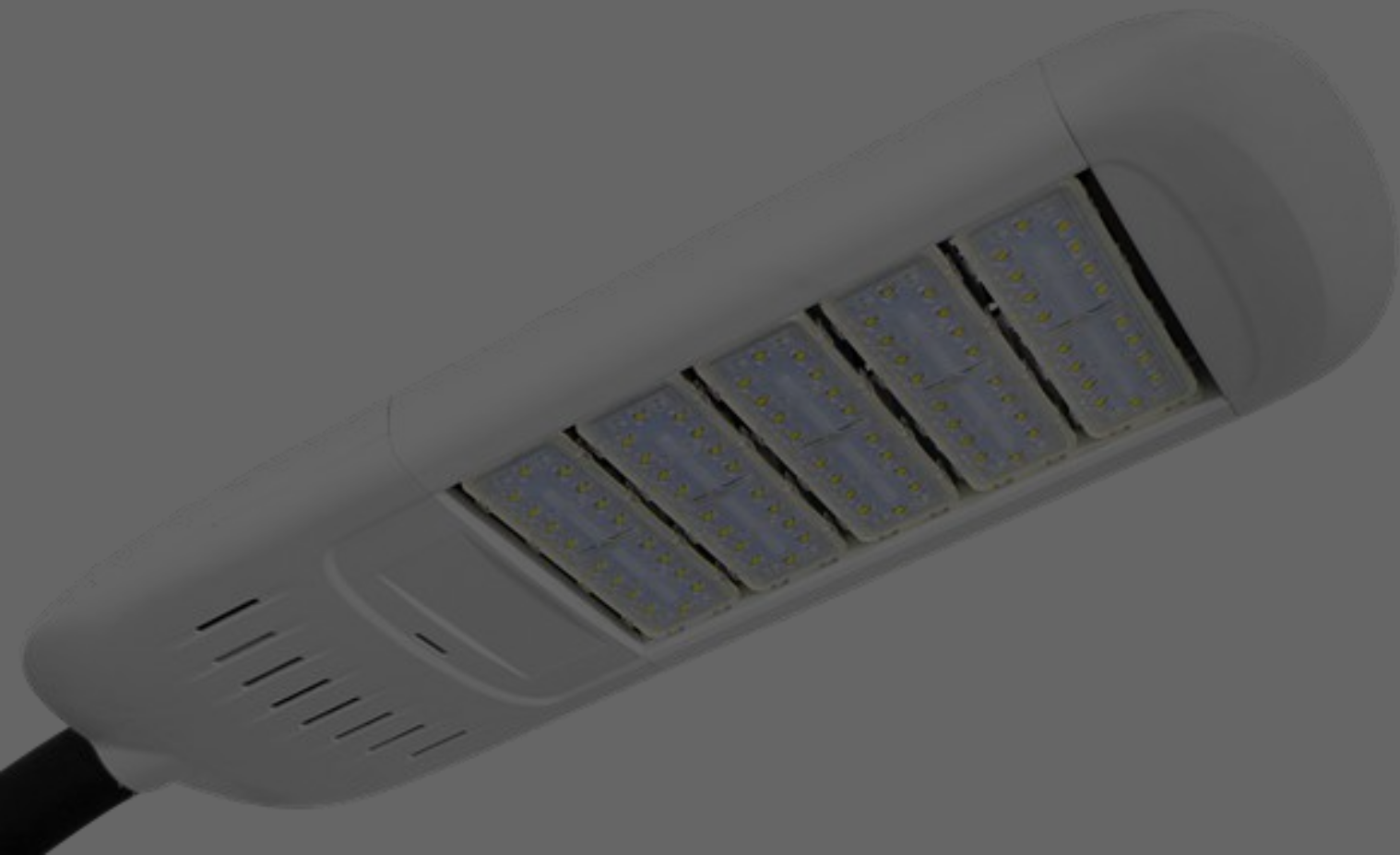
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HPWINNER

Perface

-  Thank you for choosing our lights. To facilitate your use, please read the operating instructions first and strictly follow the installation and use described in the instructions to prevent personal safety or damage to the lights.
-  During your installation, use and maintaining lights, you can refer to this 《After-sales Service Manuals of LED products》, which not only includes our regular lights, installation, use and maintenance specifications, but also explain and offer solutions for the improper operation of common customers.
-  Thank you again for choosing our products, in the use of any questions can contact us <warranty@hpwin.com>, thank you!

Classification Of LED Luminaires



Classification of LED luminaires



LED Street Light



LED Tunnel Light



LED High bay Light



LED Flood Light



Brief Installation Specification Of LED Lights

Brief installation specification of LED lights



Installation Notes

Lighting Notes

The module arrow points up (except in special cases, with the arrow pointing as shown) to adjust the luminous surface and ground angle as required.

Driver Notes

No live wiring operation , power supply input line color is blue / white (N), brown / black (L) and yellow green / green (G). Note: subject to actual conditions

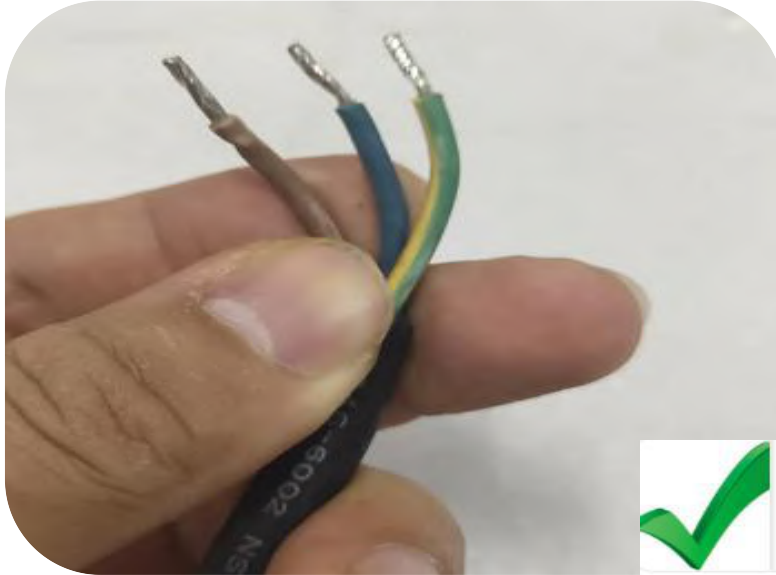
Power Supply Notes

Ensure that the power supply is the rated voltage indicated in the instructions.

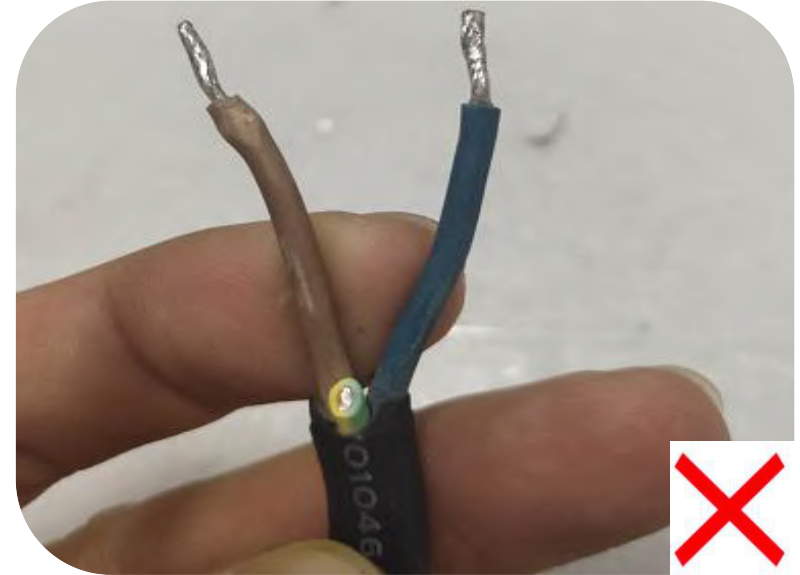
Commissioning Notes

In an abnormal situation, check the on-site circuit firstly.

Installation Specification Diagram



**All three wires shall be
connected during wiring**



**Cut ground wire off,
the hidden danger**

In order to ensure the loop of the “ground” of the power supply ground wire and the main power supply system, it can greatly increase the lightning protection and surge resistance ability of the lights.

Installation Specification Diagram



Connector tightening



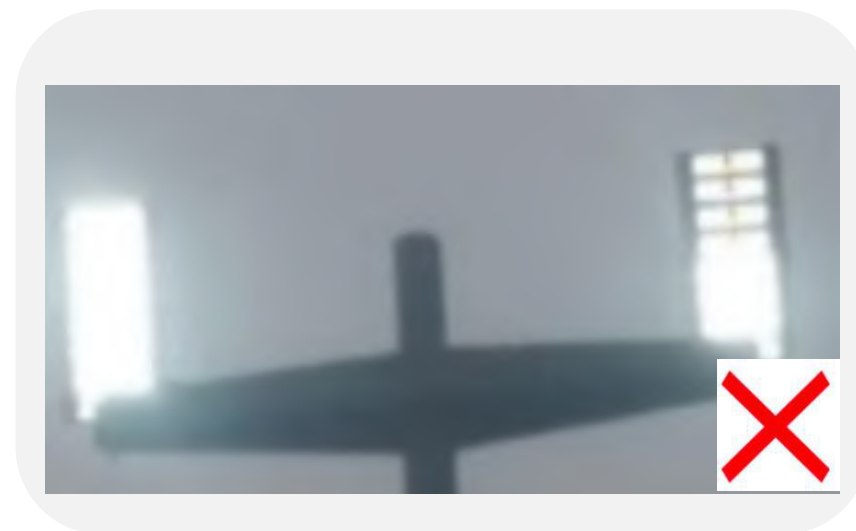
Untightened, water hazard

All products with waterproof joints shall be connected according to specifications (tightened at factory and maintained after maintenance). Ensure ensure the lamps are used in normal condition.

Installation Specification Diagram



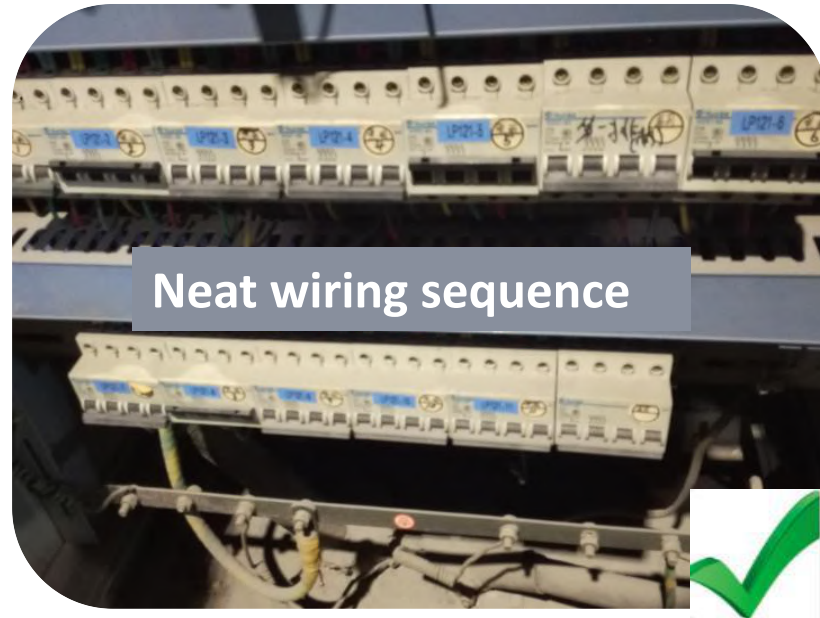
Correct wiring, normal lighting



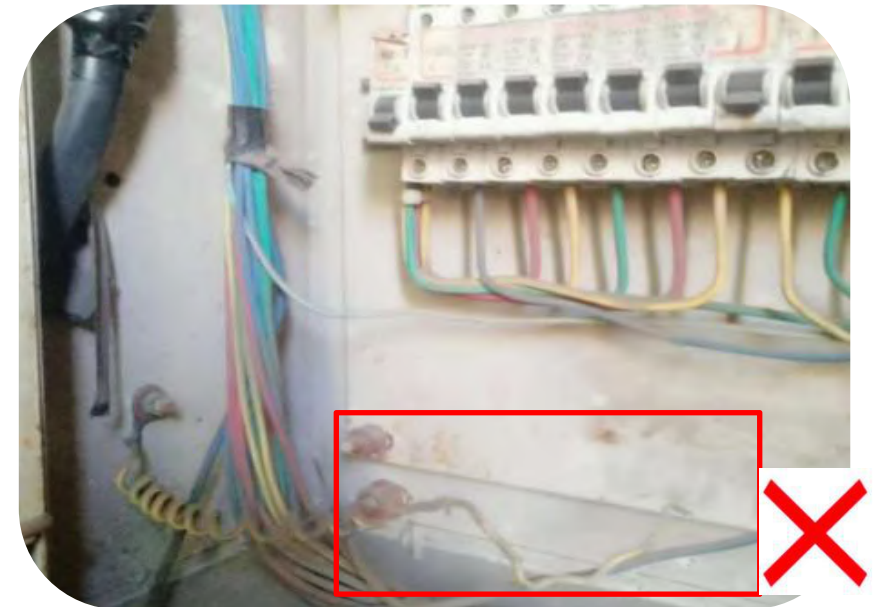
Wrong wiring, the module is slightly bright

1. Connect the positive and negative oppositely of the dimming, may lead to reduced the light power, and the phenomenon is slightly bright;
2. Short circuit of the positive and negative of the dimming may cause the light to flicker or be slightly bright.

Installation Specification Diagram



Multiple circuit breakers in power distribution cabinet, clear wiring for each line



No connect ground wire of power distribution cabinet

The power distribution cabinet should be grounded. (to prevent lightning stroke from transmitting to the load to damaging load equipment)

The image shows a perspective view of a modern tunnel interior. The road is dark asphalt with white dashed lane markings. The ceiling is dark with several large, cylindrical ventilation fans hanging from it. The walls are light-colored and feature a series of small, recessed lights. A blue diagonal bar is visible in the top right corner. The overall atmosphere is clean and well-lit.

Brief Use Specification Of LED Lights

Brief use specification of LED lights

Precautions For Use

Light not be lit

Priority to measure whether the line and power supply under the light pole are normal.

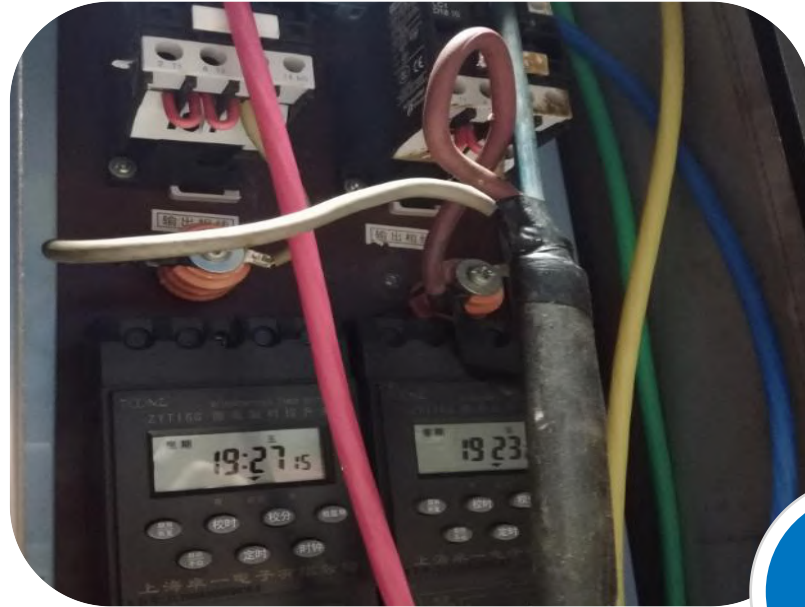
- ① Turn on the light to check whether the power supply is normal.
- ② Check whether the appearance of the LED module is normal and whether LEDs breakdown phenomenon. (the breakdown causes LEDs broken or blackened visibly)

Light flicker, dimly bright

Check whether the dimming light is connected incorrectly.

Turn on the lamp to check whether the power supply is normal.

Use Specification Diagram



**Orderly lines of each
power distribution cabine**



**Risk of the power
distribution cabinet lines**

Light circuit problem: check the light circuit regularly.

Use Specification Diagram



**No high-power equipment
in the line**



**High-power equipment
exists in the line**

High power equipment on the same line as lights: may cause surge voltage damage to LED lights.

Use Specification Diagram



**Normal operation under
mains supply**



**Surge voltage generated using a
diesel generator**

Use of generators under mains supply outage: most likely to cause surge voltage and then damage LED lights.

Brief Maintenance Specification Of Lights



Brief maintenance specification of lights

Regular maintenance

Clean up regularly according to the environmental conditions and the surface of the lights.

Irregular maintenance

Clean up irregularly according to the module conditions to prevent excessive dust and insect eggs from accumulating on the surface of the module, resulting in poor heat dissipation and damage to the module.



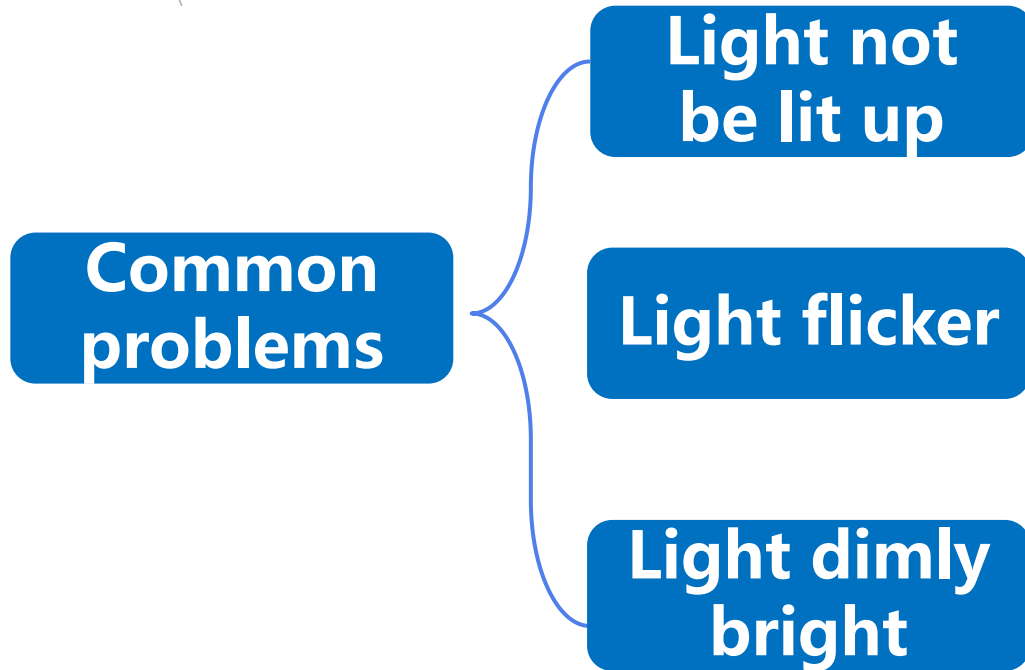
Clean up the module surface



Not clean the module in time

Common Problems, Investigation Methods And Solutions Of After-sales Of Lights

Common problems



When the customer complaint occurs, observe the failure performance first. At the same time, take photos or video to record the above customer complaints, preferably including the installation of environmental photos.

Investigation Methods

**During the customer trial, the lights may work abnormally or not work due to improper use or operation.
The customer should first eliminate the problem of bad lines.**

Confirm the failed components

Driver failure

Module failure

Investigation Methods

Investigate driver failure

1. Check whether the driver appearance is abnormal: whether the external (input/output terminal) blow black? If driver get failed, the reason for failure is generally instantaneous large energy entry, such as lightning strike, surges, etc. **This case is usually caused by an exception on the client side, and is not covered by HPWINNER free warranty. For the replacement, please negotiate with the sales.**

2. Check whether the waterproof connector of the driver and module is normal, whether there is looseness and water traces? If the driver with dimming lines, check whether the positive and negative poles of the dimming touch together.

Investigation Methods

Investigate driver failure

3. Connect the driver to the good module and power it on. If the module cannot be driven to light up, confirm the power failure. If the module is lit normally, 10min can be stabilized to observe the failure recovery. If not, the driver can be regarded as normal.

In addition, a multimeter can also measure the output of the driver (driver should load). If there is no current, confirm that the driver is failed. It can also measure the no-load voltage U_{out} , which generally marked on the driver nameplate, and if the power meter shows no voltage or is obviously low, then confirm the driver failure.



Investigation Methods

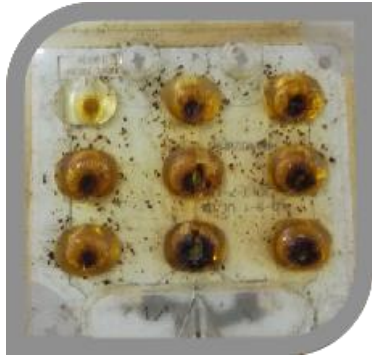
Investigate module failure

1. Check whether the appearance of the module is abnormal.

- a. Check whether the appearance of the module is abnormal caused by external impact, such as mechanical damage, appearance damage, wire damage, etc.
- b. Check whether the lens surface of the module is melted or discolored? **This situation is generally considered to be caused by the irregular use of lights.**
- c. Check whether there is obvious yellow discoloration on the PCB plate of the module, and whether obvious discoloration directly above the LEDs? **This situation is generally considered to be caused by the modules or lights working in a high temperature environment.**
- d. Check if there are traces of particle breakdown and blackening? Generally, there are black spots in the particles (some are not obvious). **This situation is generally considered the cause of LEDs breakdown is the entry of external electrical stress, such as surge, direct lightning, indirect lightning strike, induced electricity, etc. In some cases, whether the output state of the driver is stable should be confirmed.**

Investigation Methods

Investigate module failure



b



c



d

2. If the appearance of the module is good, the client uses a good driver to drive the module, to observe the LEDs light ing performance-slightly bright, lack of brightness, or no light at all.

If the client don' t have suitable driver to detect, the module can be driven by a constant voltage supply or a constant current supply.

Solutions

I. Driver or module failure, count the failure models and quantity, and complete the form 《HPWINNER&Customer Project Information Form》 .

HPWINNER confirms whether to return the failure product for analysis. If drivers fail, client should take a clear photo of the driver bar code and cutting cable from bottom, as shown in the figure.

II. If the light has other failures and cannot pass the above investigation, please contact HPWINNER to guide the investigation according to the situation.



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Customizations and Rapid Deliveries.

THANKS

