

## **LIGHTS TROUBLESHOOTING GUIDELINES:**

### **Regular UL Lights: (2.5 volts)** “One Light Goes Out, the Rest Stay On”

1. Make sure all light sets are plugged in and that the main plug is plugged into a power supply.
2. Make sure all bulbs are firmly in their sockets. Gently push each bulb in. If a bulb is loose, missing, or damaged this will cause a strand to go out and bulb needs to be replaced.
3. If lights still do not light, pull bulb from socket and check to see that both wires on bottom of bulb are intact and not missing or twisted which can cause it not to light. If wires are damaged then bulb needs to be replaced.
4. If bulbs are blackened, all of those bulbs need to be replaced as well as the fuses, found in the plug. Inform customer to unplug string from outlet first. Remove all blackened bulbs and replace them with new bulbs, then plug back into the outlet. If they do not unplug before replacing, they may run the risk of blowing the bulbs out again.

\*Note: Replace all burnt out and broken bulbs as needed to keep the strings lasting longer.

***If customer still cannot get their lights to work, under warranty we will send them complimentary replacements lights. If customer is not registered with valid proof of purchase they will be charged the replacement fee.***

If customer is not satisfied with the replacement lights, a call tag will be issued. Customer must call back in January during the time frame indicated on Call Tag page.

**\*\*CALL TAGS ARE ONLY ISSUED TO CUSTOMERS  
WHO LIVE IN THE CONTINENTAL U.S.  
DO NOT ISSUE CALL TAGS TO CANADIAN CUSTOMERS\*\***