

TROUBLESHOOTING YOUR TRIMLIGHT SYSTEM

WHEN YOU NEED TO CALL US...

MORE THAN LIKELY YOU NEED A SERVICE CALL IF ANY OF THE SCENARIOS BELOW ARE HAPPENING.

#1 LIGHTS SEEM TO PRODUCE INCORRECT COLORS IN THE PATTERN OR IN CERTAIN SECTIONS

#2 A SINGLE LIGHT IS A DIFFERENT COLOR OR NOT ON WHEN THE SYSTEM IS RUNNING

#3 A SECTION IS OUT ENTIRELY OR PRODUCES BLUE WHEN THE SYSTEM IS ON OR OFF

These are typically simple repairs performed by one of our techs & are typically caused by only one faulty connection and/or a single malfunctioning light.

HOW TO INITIATE A SERVICE CALL.

- #1** Take a photo of the area in that is malfunctioning. make sure to get enough of the area so the tech can easily locate the issue and know exactly where the problem is without turning the system on.
- #2** Simply email Jon@GatorTrimlight.com with the subject "Repair Request". Send us a description of what's malfunctioning and the photo of the issue (if possible). Someone will be in touch to schedule a service call.

IF YOU TYPICALLY ONLY USE YOUR LIGHTS DURING THE HOLIDAYS, PLEASE CHECK YOUR SYSTEM AT LEAST ONCE BEFORE THE HOLIDAYS TO ENSURE EVERYTHING IS WORKING PROPERLY. SPRING OR SUMMER IS TYPICALLY BEST. WHILE OFF-SEASON REPAIRS CAN TYPICALLY BE DONE FAIRLY QUICKLY, LEAD TIMES FOR REPAIRS CAN INCREASE CONSIDERABLY DURING PEAK SEASON (FALL & WINTER).

PLEASE NOTE