

Is your Tri-chip LED Tube Not Working?

Some Tri-chip LED tubes were found not working even if they are connected correctly with each other. We noticed that a few batches of the LED tubes were accidentally wired in reverse polarity.

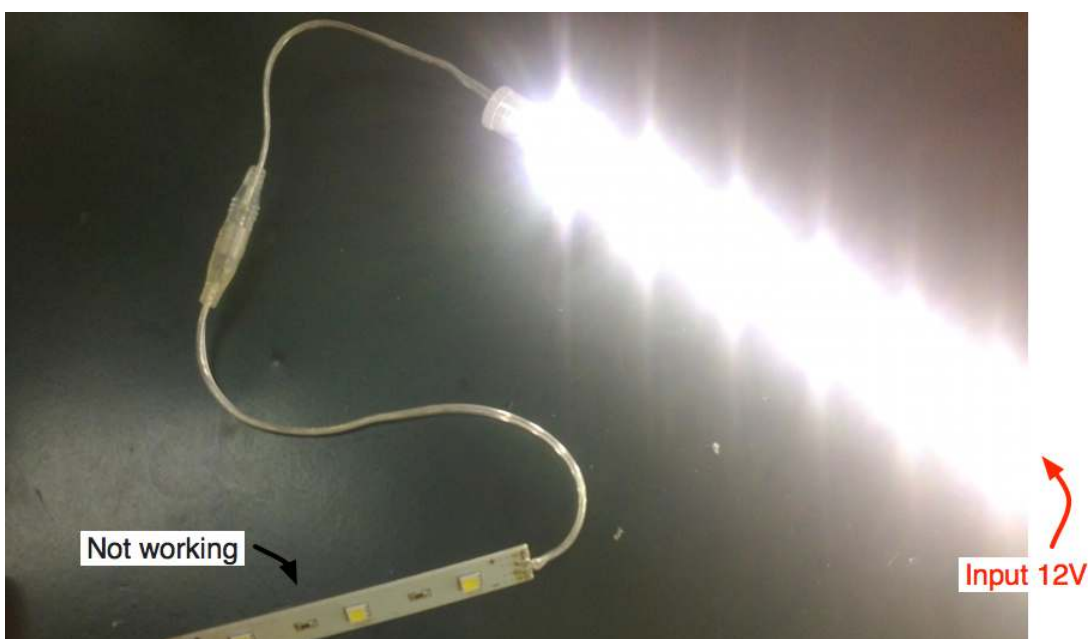
Possible affected POs: PO 768, 785, 836, 860

Product Label Barcode



Affected versions:

- Both 9" and 20" tubes, but only White and Warm white.



Solutions:

There are a few options to fix the issue:

1) Force the connectors in flipped / backwards. It might seem like you can't because of a little groove, but you certainly can.

Connector of Tube #1



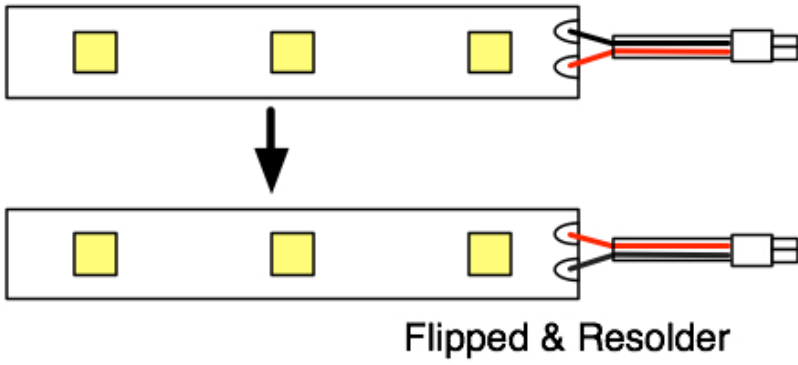
Connector of Tube #2



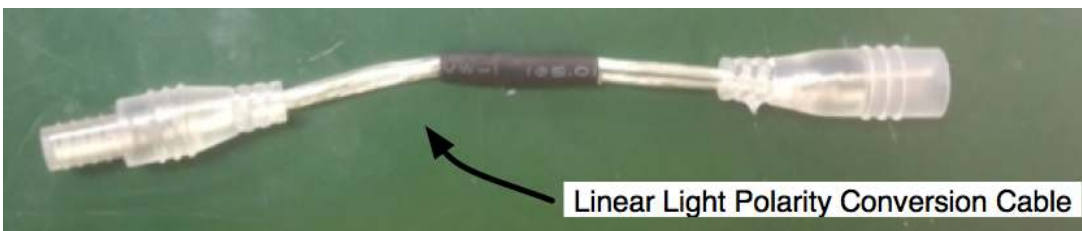
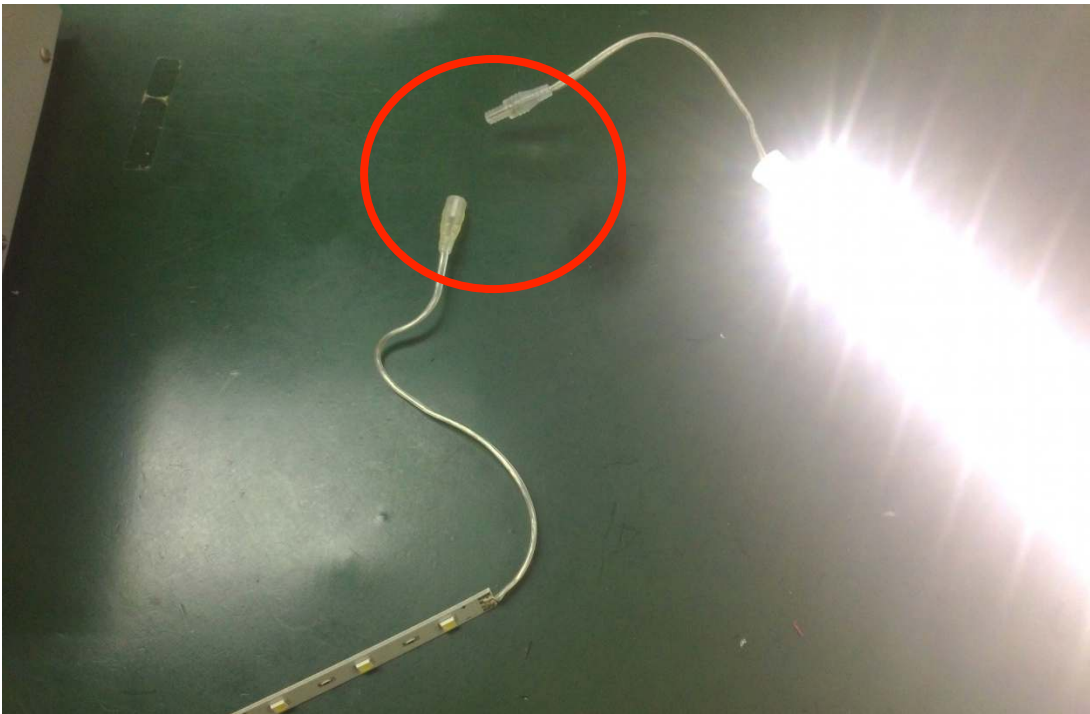
Flipped



2) Pull the end cap off, de-solder wires, flip them, and re-solder



3) Use our “Linear Light Polarity Conversion Cable” that flips the polarity and fixes the problem.
The [conversion cable](http://www.oznium.com/linear-polarity-conversion-cable) is available here: <http://www.oznium.com/linear-polarity-conversion-cable>



Simply plug the conversion cable between the tubes. It reverses the polarity.

