

Troubleshooting

If your Castle lighting does not operate as described, here are some common issues and resolution steps to try.

No lights come on. Try these steps:

1. Make sure power is turned on and connected. If using batteries, try a fresh set. We do not recommend the use of rechargeable batteries.
2. If power is connected but the lights still do not come on, try pressing the main power button on the remote, then press the A, B, and C buttons in sequence. If lights still do not come on, press the main power button again, followed by the A, B, and C buttons. **Make sure to hold the IR remote close to the IR receiver so signals from the remote are received.**
3. Remove the brown midsection plates covering the Main Control Module, and validate that the green power light on the Main Control Module is lit. If it is on, try repeating the sequence in step #2 above. If at any time the green power light goes out, or if the circuit board of the Main Control Module is very hot to the touch, there is a short circuit somewhere in the system. Follow the "Short Circuit Resolution Steps" below to continue troubleshooting.
4. If you have validated all steps above, check the small connecting plug on the IR receiver. Make sure it is firmly connected to the Main Control module's SENS1 port. If it is loose, re-connect it. If it is connected to the SENS2 port, carefully unplug it and connect it to the SENS1 port.
5. Try a new set of batteries in the IR remote.

Either the white lights, the torches, or the color-changing lights do not work, but other lights do. Try these steps:

1. Remove the brown midsection plates covering the Main Control Module, and double-check the connections into the OUT1, OUT2, OUT3, and OUT4 ports. Make sure all connecting plugs are inserted tightly.
2. If all plugs are inserted tightly but one group of lights still does not work, follow the "Line Troubleshooting Steps" below.

Line Troubleshooting Steps

1. Begin at the point where the light (or group of lights) that is (or are) not working connect to the Main Control Module.
2. CAREFULLY unplug the problem light or group of lights from the Main Control Module. Do not unplug by pulling on the connecting cable wire— doing so will damage the cable.
3. Disconnect the power supply and the A4 board to which the power is connected.
4. Directly connect the power supply to the light or group of lights you disconnected in Step 2.
5. Follow the connections down the line, making sure each is firmly connected. If you spot a pinched or broken wire, connect the power to the *next* light or lights in the chain. If those lights turn on, the pinched cable is the issue. Replace with one of the cables provided in the extra parts bag, or contact us for replacement if you don't have the correct cable. Also contact us if the pinched wire is on a Pico LED cable.

Short Circuit Resolution Steps

1. The difference between a pinched or cut wire (Line Troubleshooting) and a short circuit is that, with a short circuit, the two wires in a cable are actually touching. This will cause all other lights in the connected line to go out, and may also cause all lights in the system to stop working. You can also recognize a short circuit by noticing a circuit board, cable, or battery that becomes extremely hot to the touch.
2. DISCONNECT POWER IMMEDIATELY. Batteries can fail, catch fire, or even explode if left connected to a short circuit for too long.
3. Carefully follow the steps as outlined in Line Troubleshooting above to identify the wire or LED that is causing the short circuit. HOWEVER do not leave power connected for more than a few seconds each time you are testing a segment in the line.

If these steps still do not resolve your problem, please call us at +1 651-964-3300 (US Central Time business hours) or send an e-mail to info@brickstuff.com. We'll do whatever we can to get you up and running!
