

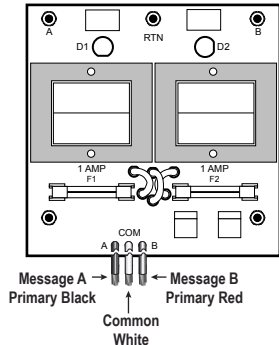
TCL Power Supply Troubleshooting Flow Chart Guide

Last Update: 10/21/12

The sign does not light

Test Input Power
Connect an AC Voltmeter to the wires depending on which message is energized. Message A uses the Black & White wires • Message B uses the Red & White wires.

Testing Input Power Locations



Do the inputs read 120 VAC?

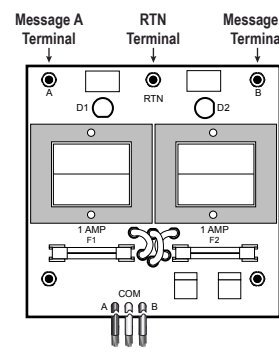
NO → Check the equipment and all wires leading to the sign & fix.

Is the sign lighting?

Done

Test Output Power
Connect an DC Voltmeter to the output screw terminals depending on which message is energized. Message A uses terminals A & RTN • Message B uses terminals B & RTN

Testing Output Power Locations



Do the inputs read between 10 & 14 VDC?

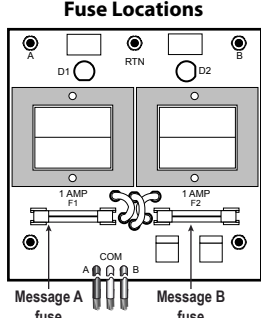
NO → **Test the Fuse**
De-energize the sign and remove the Fuse. Confirm if the fuse is blown with a continuity tester.

Replace the fuse with another rated for 1 Amp at 250 Volts & re-energize.

Is the fuse good?

Is the sign lighting?

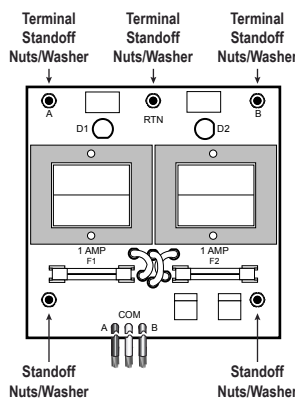
Done



Faulty Power Supply
Contact sales with the serial number from your sign.

Check the Hardware
Hardware consists of the screws, washers, standoff's & nuts that physically connect the power supply & circuit board together.

Hardware Check Locations



Is all hardware tightened?

NO → **Tighten the Hardware**
De-energize the sign & remove the power supply. Tighten the standoff's if needed. Place the power supply back on & screw down tightly & re-energize.

Is the sign lighting?

Done

Sign is Faulty
Contact sales with the serial number from your sign.

Need help finding the serial number on your sign?
[Click here.](#)