

TCIL Series Troubleshooting Guide

TCIL Series **12-24VDC**

Last Update: 07/16/20

Identify the Sign Problem:

Follow the flowchart to diagnose the symptoms

There are some LEDs out

Pg 2

A message is lit that shouldn't be

Pg 3

The display is flickering

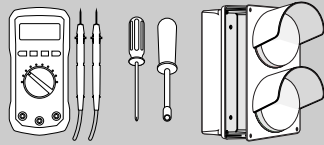
Pg 4

The entire display is out

Pg 5

Tools Needed:

Philips head screwdriver
Multi-meter



Always turn off the power to the sign prior to opening the cabinet. Disconnect the power wires going to the sign.

Note: Make appropriate wiring connections per local codes.

Description of Normal Operation for the Signal's Internal Power Supply

Diagnostic LEDs are included on the internal power supply to aid in verifying that input power is present and is being transferred to the sign face through the output connectors.

+12V LED

This LED illuminates Green when 12-24VDC power is applied to the internal power supply's input power pigtail.

Note: The transformer on the power supply converts 12-24VDC power to +12V.

A Output LED

Illuminates with power applied to Blue wire on the input power pigtail

C Output LED

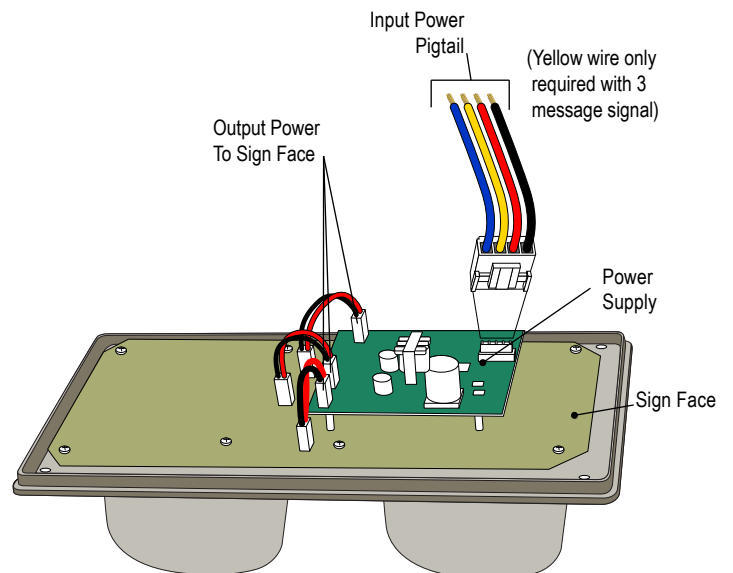
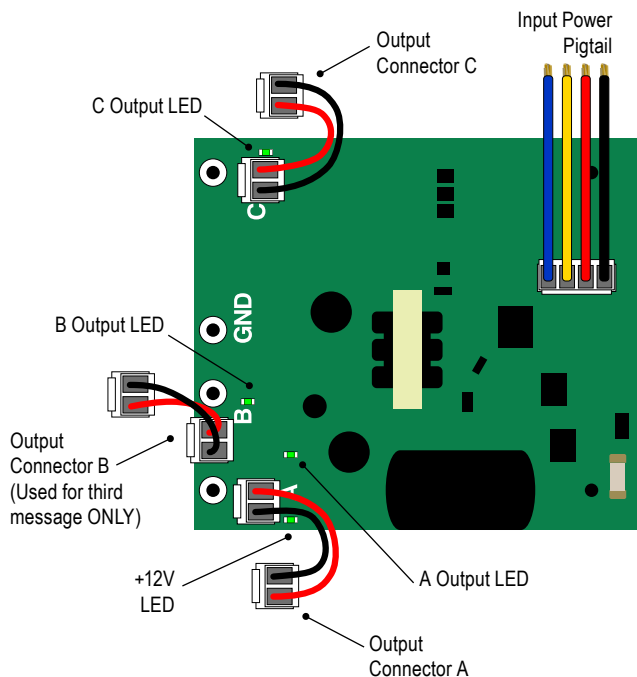
Illuminates with power applied to Red wire on the input power pigtail

B Output LED (Used for third message ONLY)

Illuminates with power applied to Yellow wire on the input power pigtail

Output Connectors

These connectors transfer power from the internal power supply to the sign face to illuminate the individual message(s).

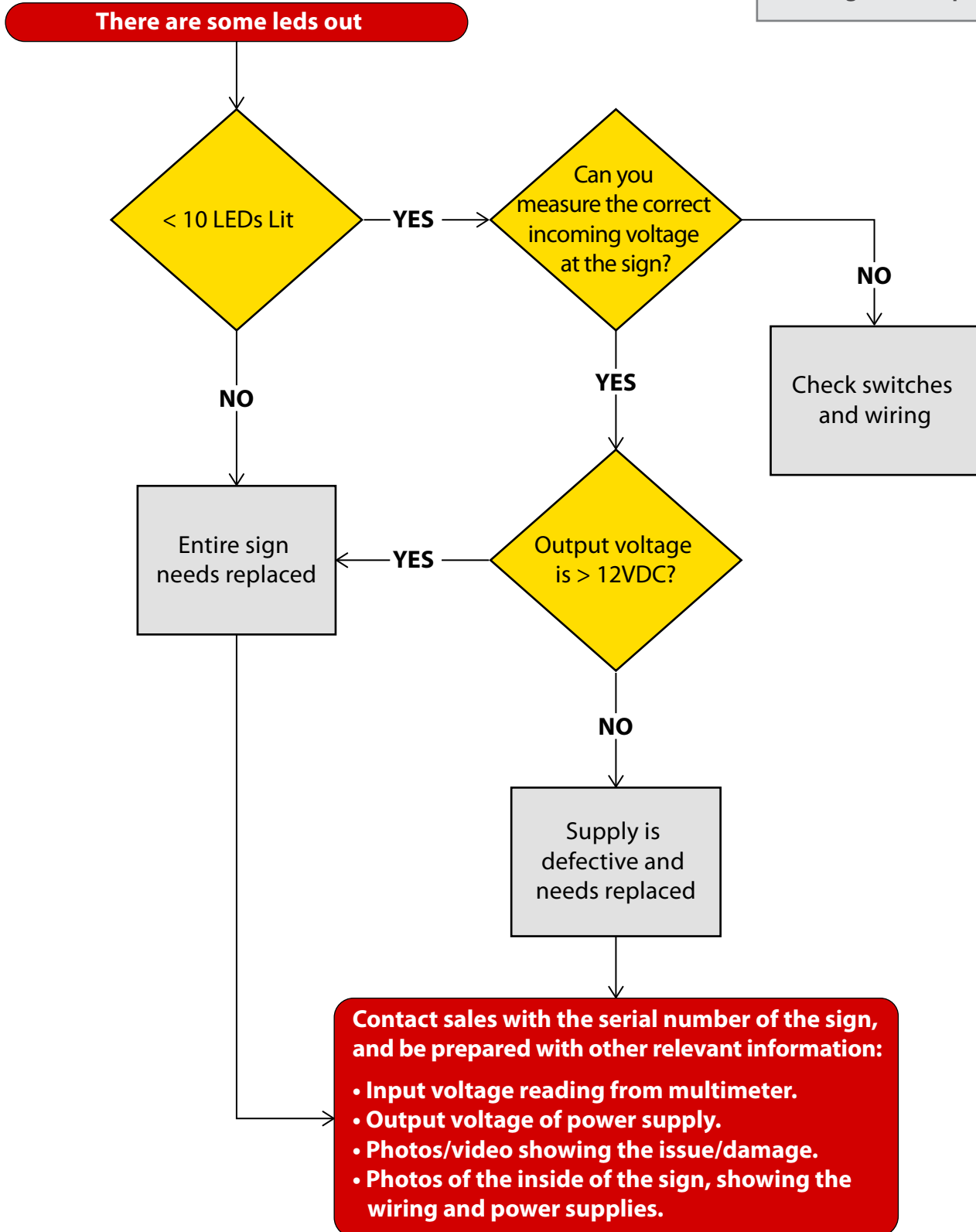


Problem: There are some LEDs out

TCIL Series 12-24VDC

Last Update: 07/16/20

Please refer to the diagrams on page 1.



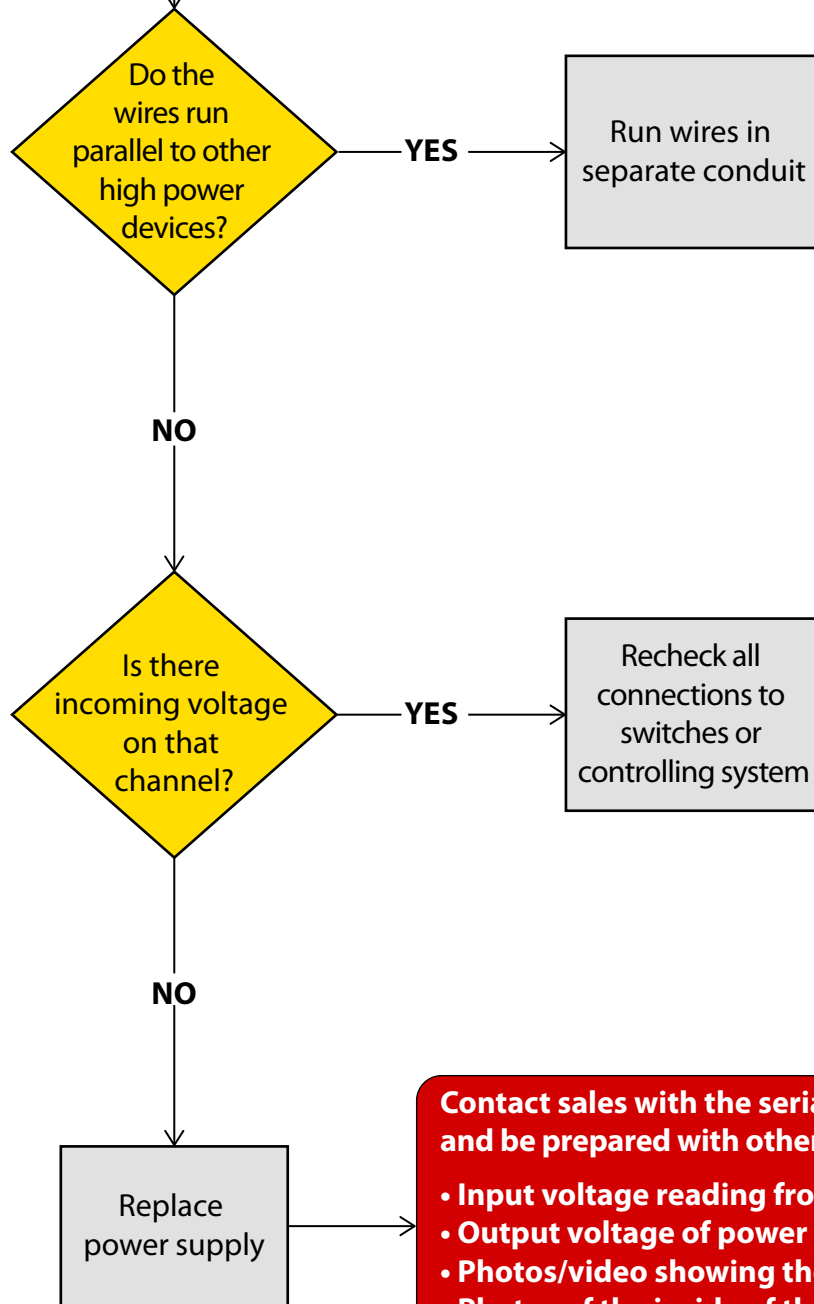
Problem: A message is lit that shouldn't be

TCIL Series 12-24VDC

Last Update: 07/16/20

Please refer to the diagrams on page 1.

A message is lit that should not be



Contact sales with the serial number of the sign, and be prepared with other relevant information:

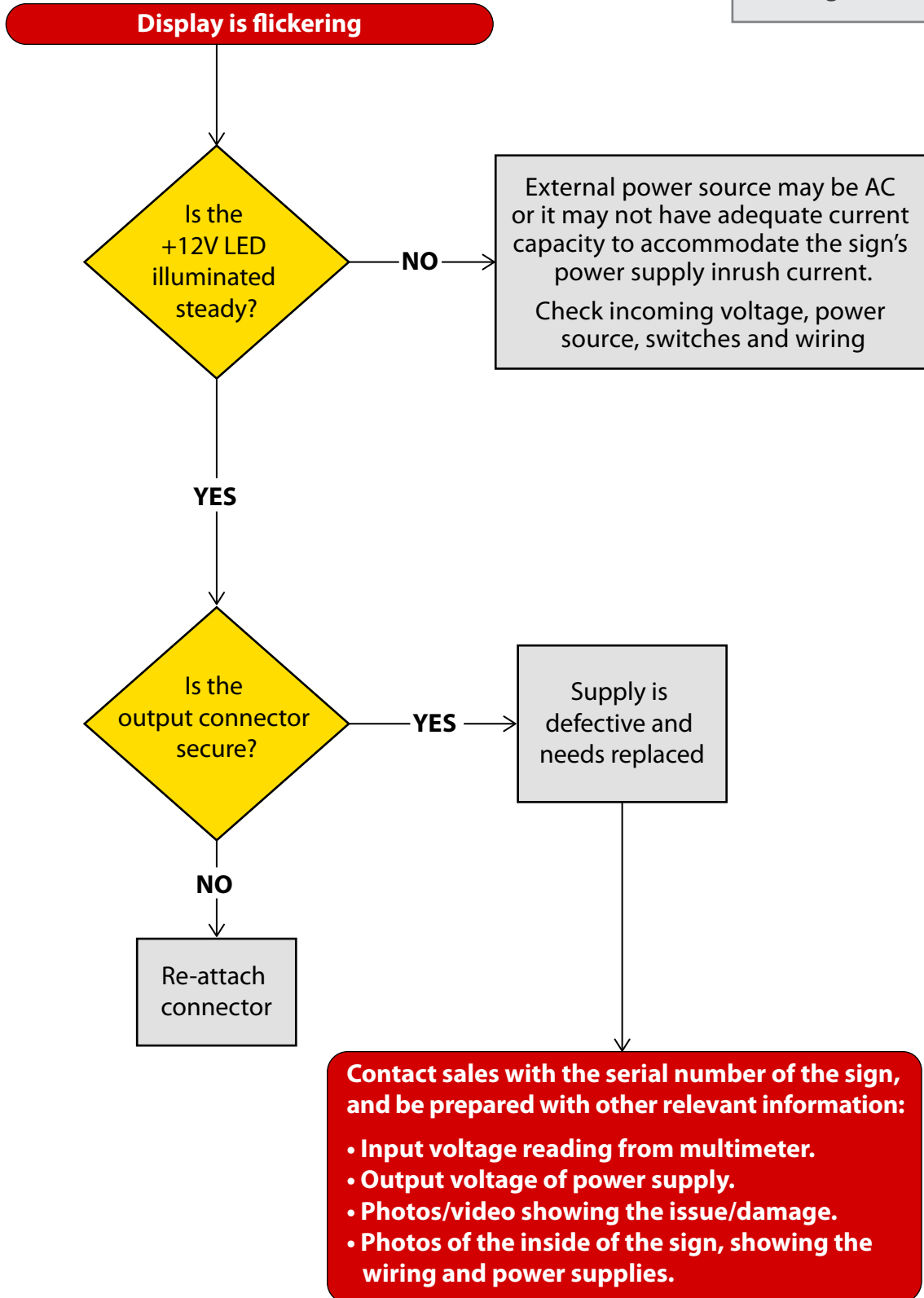
- Input voltage reading from multimeter.
- Output voltage of power supply.
- Photos/video showing the issue/damage.
- Photos of the inside of the sign, showing the wiring and power supplies.

Problem: Display is flickering

TCIL Series 12-24VDC

Last Update: 07/16/20

Please refer to the diagrams on page 1.

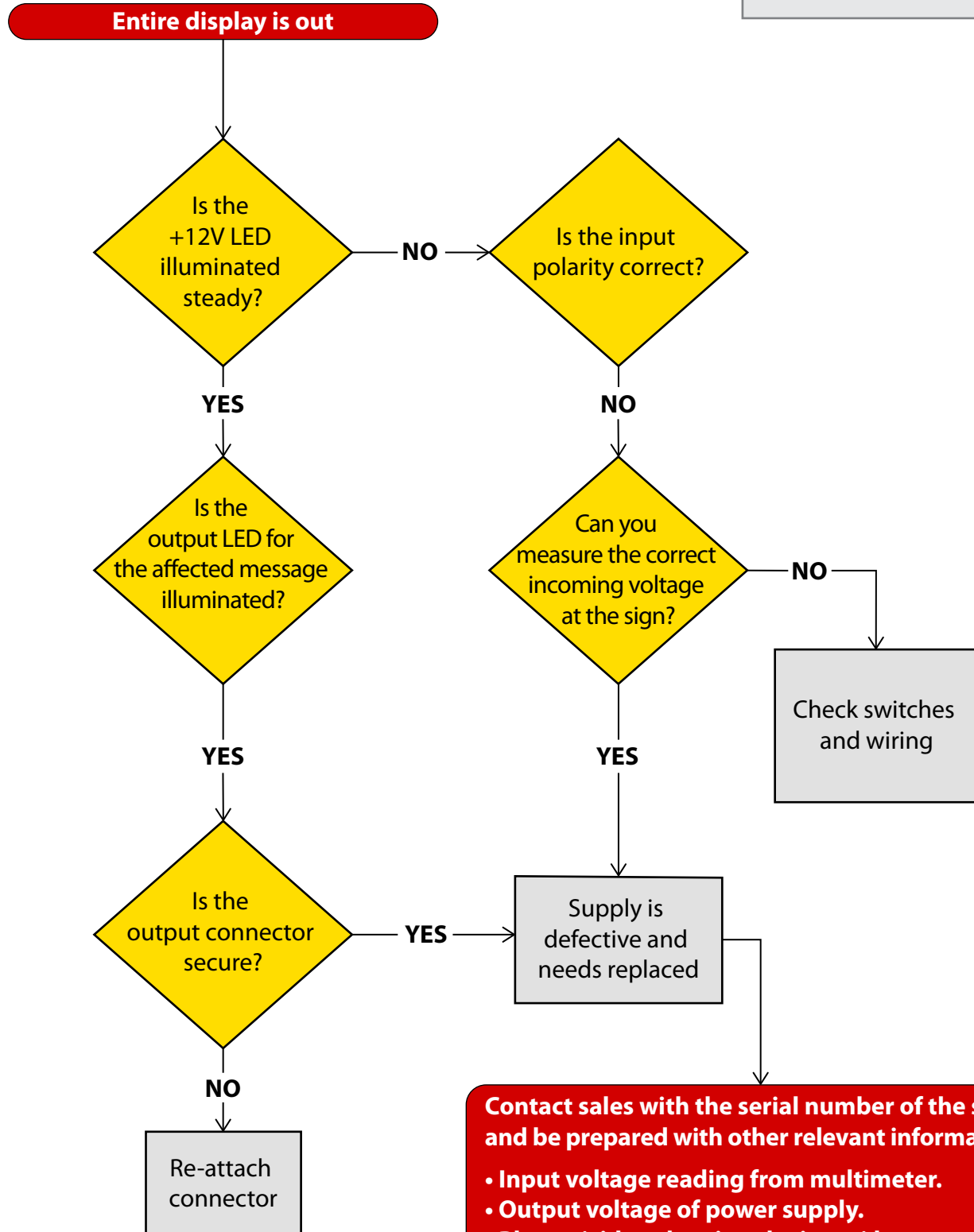


Problem: Entire display is out

TCIL Series 12-24VDC

Last Update: 07/16/20

Please refer to the diagrams on page 1.



Contact sales with the serial number of the sign, and be prepared with other relevant information:

- Input voltage reading from multimeter.
- Output voltage of power supply.
- Photos/video showing the issue/damage.
- Photos of the inside of the sign, showing the wiring and power supplies.