**Troubleshooting Guide**

**Issues with Mini Lights**

It happens. All of a sudden, half of your Christmas lights quit working.  Your string of lights flashes intermittently.  Or, worst of all, you plug in an entire run of light stringsand they all light, then quit.

Here are some common things that cause these issues. It may just be 5 minutes and you'l have your Christmas lights display up and fully functional again!!

**My entire string of lights won't come on. What do I do?  (Or they flashed on and all went off.)**

More than likely, you've blown a fuse.  Check the specification of your light sets and see what the manufacturer says is the maximum connectivity. If you purchased your lights from us, there should be a max connection specification for your light sets.

**If you purchased your lights from us, there should be a maximum connection specification for your light sets on the tag of the set as well as in the original polybag.**

**If you exceed the maximum connectivity for your light strand it will blow the fuse.**

Our sets have fuses located in the male end-plug. Just use a short flat head screwdriver to slide back the door and replace the blown fuse with one of the two replacement fuses that originally came with your set.

**If your light set comes on, then goes off when the set is moved, the plug prongs may need a little squeeze because they've either been stretched or you have an older plug.**

Squeeze the plug prongs slightly towards each other to see if that solves an issue with your outlet or plug.

**Half of my set is off.  OR My set looks fine, it just doesn't come on. How do I fix that? (And I checked my fuse already.)**

More than likely, one of your mini light bulbs has popped out of it's socket.Modern mini lights are manufactured with a shunt wire that keeps the circuit intact if a bulb burns out.  In other words, if a bulb burns out - the filament is blown - the rest of the lights stay lit. If a bulb becomes unseated or pops out of the socket, the electrical connection is interrupted.

Do a quick visual inspection of the side of the string that is out and make sure that each bulb is properly seated. A bulb can come loose in installation or can be helped with little fingers... this is the number one reason light sets in reading nooks go out. <smile>

**Some of my bulbs on my tree have gone out but I'm having trouble tracking them all down.  Any suggestions?**

Follow the suggestions above and do a visual inspection to see if you have any unseated bulbs.

The shunt wire in the bulb may have been burned out.  You might consider investing in a Light Keeper Pro.  It will help diagnose this problem.

This tool activates a backup shunt and will help you find that one bulb that is giving you a problem.

The audible voltage detector on this gun will help you find bulbs that have become unseated as well.  (Check out those videos for complete instructions on how to use this feature.)

Whatever you do, don't pull out and reinsert each bulb. That can create problems where there were none. (And wear off the skin on your fingers.)

If you've taken a look at all the possible causes for light strand outage that we've just reviewed and it doesn't solve your problem, you may have an issue with the wiring - or your light set may be at the end of it's lifespan.

If you just received your lights, give us a call or contact us via email by replying to your order confirmation email.

If your lights are from a prior year, they might have suffered damage during "de-installation" - when you took them down - or suffered in storage. High heat and pests can really take a toll on lights.

(Friends from Wisconsin say that squirrels love to eat their lights.)  Consider using the light set that is half-out as a source of replacement bulbs for your other set if all of these suggestion don't fix your outage.

**Issues with Rope Lights**

**My rope light has a section out.  How do I fix that?**

The rope light internal electric connections "float" to allow for twisting and bending the rope lights.

If you try to twist them around too small of a diameter column or structure, you may break the connection in the tightly wound area of rope.

Straighten out the section that's giving you a problem and see if that doesn't restore the lights.  If you can't get the unlit section to re-light, then you'll need to cut between the cut-marks on each side of the outage and use invisible splice connectors to repair that part of the run.

**My entire rope light went out, what do I do?**

More than likely, you blew the fuse.  (Especially if you plugged in the entire length of rope without unwrapping it from it's spool.  It instantly heats up, drops the resistance and overloads the fuses.)

Replace the fuse in the plug housing.  Hopefully, that will solve your problem.