Sollos

Technical Troubleshooting Guide

Table of Contents

Troubleshooting: **Pg.**

HAYWARD

# Safety Precautions

Warning

High Voltage Electrocution Hazard

Hazardous voltage can shock, burn, and cause serious injury and or death. To reduce the risk of electrocution and or electric shock hazards:

Understanding Bluetooth Distance Limitations

General Rules:

- The Sollos lights have an operating range of up to 60 feet in ideal conditions.

- Communication range will vary depending on obstacles such as metals, walls, structures, etc.

- For best results, stay within line of sight of the lights when using the app. Avoid using the app from inside the home.
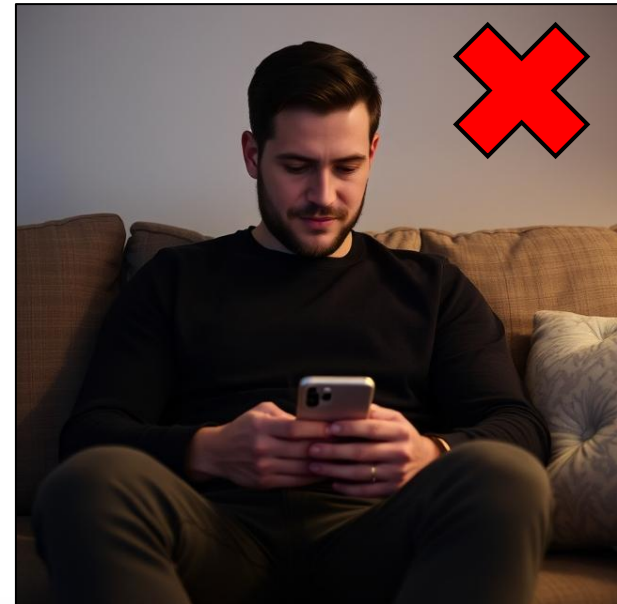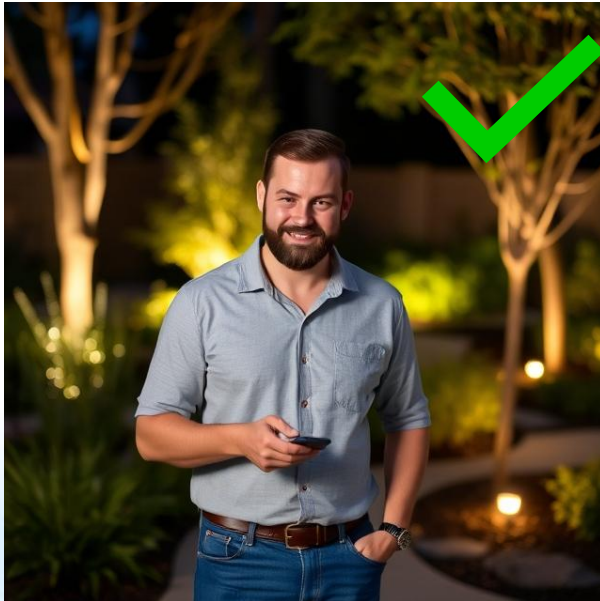
Understanding Voltage Drop

12v

~12v

~10v

14v

~14v

~12v
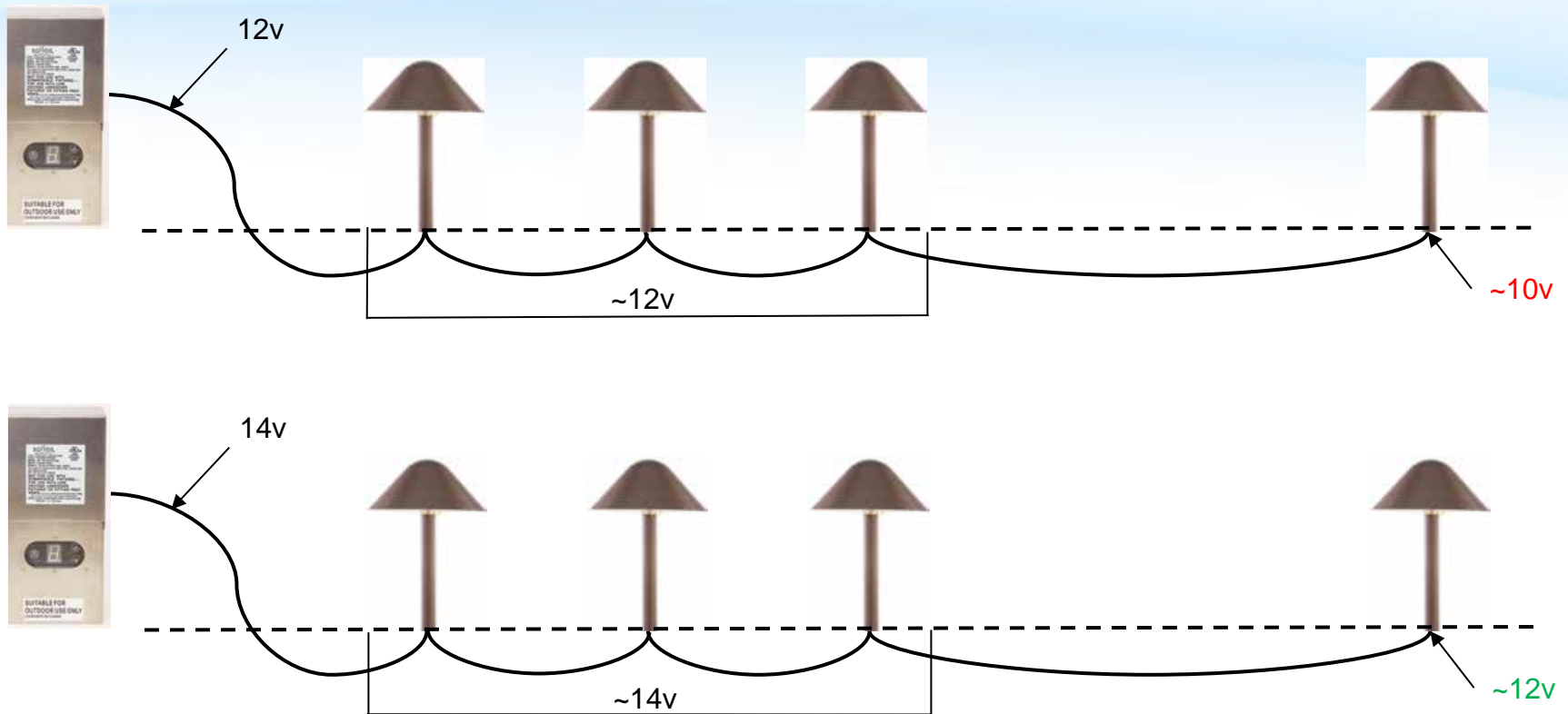
General Rules:

- The proper tap needs to be selected at the transformer to ensure 12VAC at the furthest light in the circuit.

- A wire gauge should be selected based on anticipated voltage drop.

5

HAYWARD

When is a Bluetooth Repeater Needed?

Questions to ask:

Two questions that should be asked when troubleshooting problems with the light(s) not responding to commands sent from the App are

1. How many light fixtures are installed?
2. How many Bluetooth repeaters are installed?

The general rule for the number Bluetooth repeaters needed for a site is that there should be a repeater for every five fixtures.

For example:

Repeaters	1	2	3	4	5
Fixtures	1-5	6 - 10	11-15	16 - 20	21 -25

HAYWARD®

Tips for Installing Bluetooth Repeater

Installation:

- The Bluetooth repeater should be installed at least four inches above the ground.

- The repeater should be within line of sight of the lights.
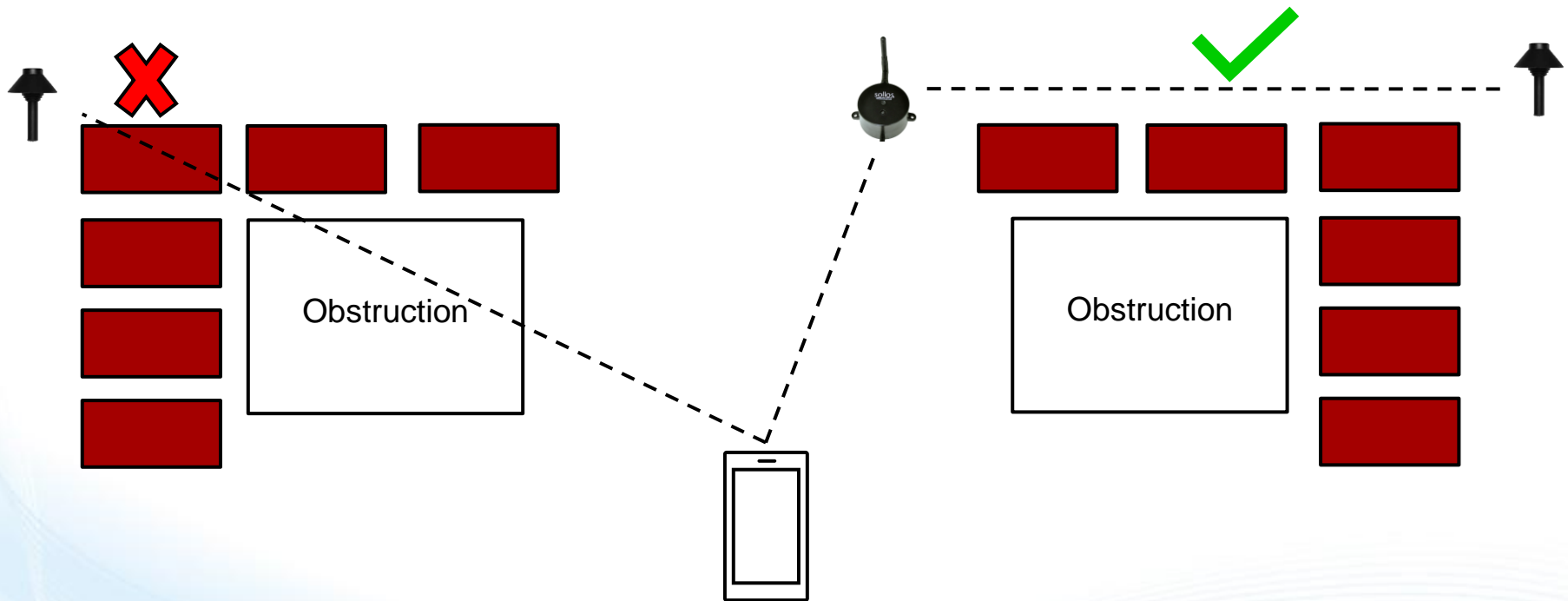
Light(s) Missing from the App

The App:

What to do if some or all light(s) are missing from the App.

- First, try closing the app and re-opening it.

- If the light(s) are still missing, then factory reset the light(s) and re-add them.

HAYWARD

How to Reset the Light(s)

Factory Default Resetting:

Follow these instructions to erase all programming of Sollos ColorSplash fixtures and set the devices back to factory default.

1. With power to the fixture(s) OFF, power them ON for 10 seconds.
2. Then, power OFF for 5 seconds.
3. Repeat this three times.

For example:

Start with the Light(s) OFF	
Light(s) ON	For 10 seconds
Light(s) OFF	For 5 seconds
Light(s) ON	For 10 seconds
Light(s) OFF	For 5 seconds
Light(s) ON	For 10 seconds
Light(s) OFF	For 5 seconds
Reset Complete	

When the factory default resetting has been successfully completed, the devices will flash red several times and then turn solid white.

HAYWARD
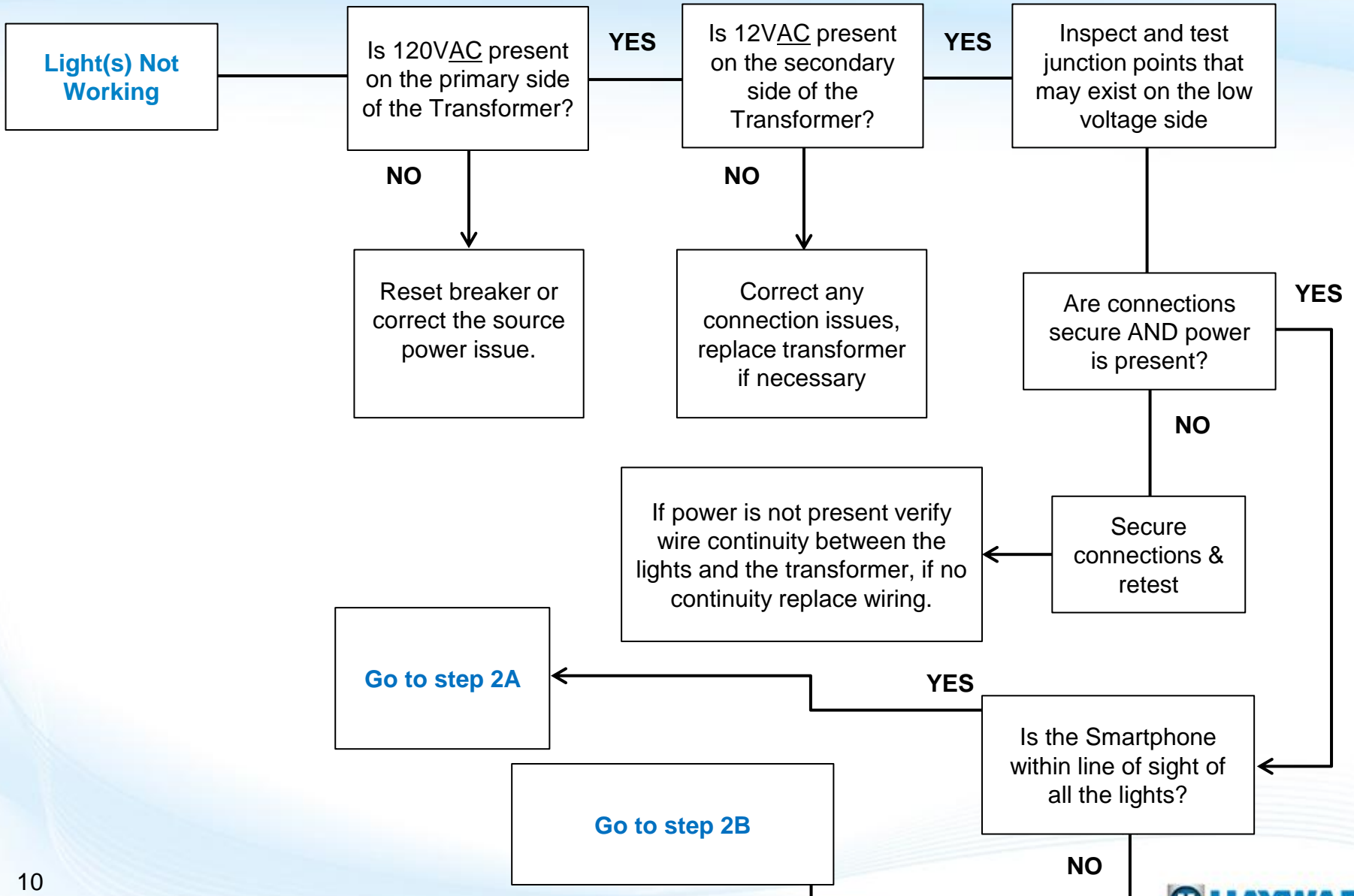
Light(s) Not Responding to App

Light(s) Not Working → Is 120VAC present on the primary side of the Transformer?

YES → Is 12VAC present on the secondary side of the Transformer?

YES → Inspect and test junction points that may exist on the low voltage side

NO ↓ Reset breaker or correct the source power issue.

NO ↓ Correct any connection issues, replace transformer if necessary

↓ Are connections secure AND power is present?

YES →

NO ↓ Secure connections & retest → If power is not present verify wire continuity between the lights and the transformer, if no continuity replace wiring.

Go to step 2A ← **YES** ← Is the Smartphone within line of sight of all the lights?

Go to step 2B ← **NO**

HAYWARD

Light(s) Not Responding to App

2A
(The Smartphone is within line of sight)

Are some lights working?

YES

Check voltage going to the lights that do not work. Is there 12v ac present.

YES

Stand close to the light(s) that do not work.

NO

Close the app and re-open it.

NO

Correct any connection/wiring issues or install another transformer.

Are the lights responding to the app when you are standing within a couple of feet?

YES

NO

Do they now work?

Close the app and re-open it.

NO

Factory reset the light(s), then re-add them . Do they work?

NO

Light(s) may have failed.

Install a Bluetooth repeater.

Light(s) Not Responding to App

**2A
(The Smartphone is not within line of sight)**

Move within line of sight of the light(s). Do they work?

NO

Check voltage going to the lights that do not work. Is there 12v ac present.

YES

Stand close to the light(s) that do not work.

YES → Done

NO → Correct any connection/wiring issues or install another transformer.

Are the lights responding to the app when you are standing within a couple of feet?

YES → Install a Bluetooth repeater.

NO → Close the app and re-open it.

Do they now work?

NO → Factory reset the light(s), then re-add them. Do they work?

NO → Light(s) may have failed.

HAYWARD