

LIFX Z & Lightstrip Troubleshooting: Flashing Strips

If you think something is wrong with your strip please complete the following steps:

1. Turn on and off the power supply to your control unit for your current set-up
2. Complete this process for each individual strip

If all of your strips flash/color cycle please refer to scenario D. If this is isolated to just one strip or they all work as expected with your controller, please refer to the following matrix for the next steps.

Power	Controller	Strip 1	Strip 2	Strip 3	Action
Good	Good	Good	Good	Good	Refer to Scenario A
Good	Good	Good	Problem strip	Flashing	Refer to Scenario B
Good	Good	Problem strip	Flashing	Flashing	Refer to Scenario C
Good	Problem controller	Flashing	Flashing	Flashing	Refer to Scenario D
Good	Good	Good	Good	N/A	Refer to Scenario A
Good	Good	Problem strip	Flashing	N/A	Refer to Scenario C
Good	Problem controller	Flashing	Flashing	N/A	Refer to Scenario D

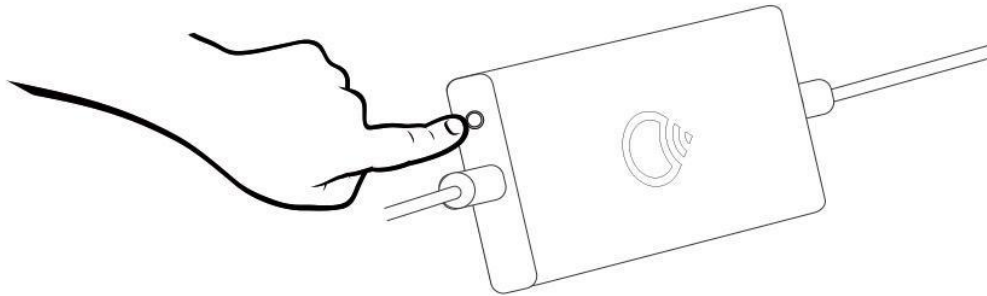
Scenario A

Your LIFX Lightstrip is working as expected.

Scenario B

In this case, it is likely that strip 2 is faulty. Before contacting support please complete the following steps to ensure that everything else is working as expected:

- Turn off the power supply
- Remove strip 2
- Connect strip 1 and 3 with the controller
- Turn on the power and press the small button on the controller as demonstrated below
- If strips work as expected, you can confirm strip 2 as faulty and submit a warranty request: <https://lifix.typeform.com/to/PnHF7D> citing **Scenario B**.
- If strip 3 flashes it is likely strip 1 is also faulty. Please refer to [Scenario D](#) for further instruction

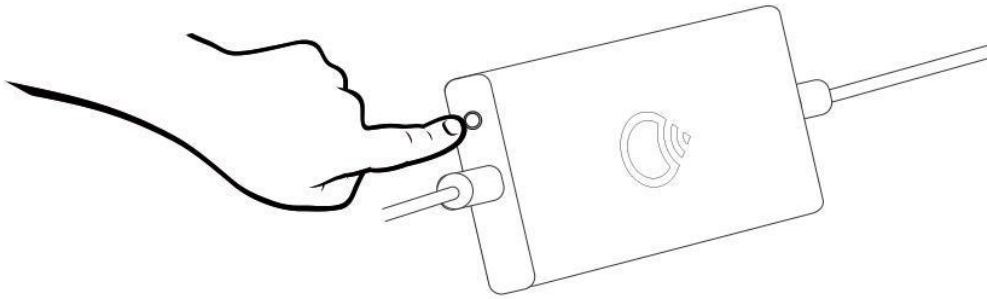


Scenario C

In this case, it is likely that strip 1 is faulty. Before contacting support please complete the following steps to ensure that everything else is working as expected:

- Turn off the power supply
- Remove strip 1
- Connect strip 2 and 3 with the controller
- Turn on the power and press the small button on the controller as demonstrated below
- If strips work as expected, you can confirm strip 1 as faulty and submit a warranty request: [here](#) citing **Scenario C**
- If strip 3 flashes it is likely strip 2 is also faulty. Please refer to [Scenario D](#) for further

instruction



Scenario D

Test each strip directly with the controller. If one of them works, try plugging in another behind it, and refer to the correct scenario, based on the number of working strips, in the graph. If you are experiencing flashing with each individual strip, it is likely your controller is faulty. Please submit a warranty request: [here](#) citing **Scenario D**