**Customer Installation/Tips/Troubleshooting Guide**

Enclosed are your Gemini Injection Molded Channel Letters populated with 12VDC LEDs. Each individual letter has been carefully filled with LED modules aligned to provide a consistent output of Lumens.

**Components Used**

All components used in Gemini lit letters are UL approved for LED lighting. Gemini Sign Body UL#E319118 - UL Listed & CSA approved. LEDs are UL approved and listed in the UL SAM. UL approved electrical tap connectors - 3M Scotchlok 558. UL approved twist on wire connectors - GB 10-001. UL approved cord clips - ACC19-A-C. UL approved 18 awg lead wires #E135243, or Cables. 12VDC-Class 2 Power Supply: UL information listed on power supply.

**Electrical Connections**

It is recommended that all electrical connections be performed by a licensed electrical contractor. Each IM Channel letter has been filled with LEDs and is fitted with a Red (+) and Black (-) pigtail wire for connecting letters to your main line and/or UL approved Class 2 Power Supplies (see wiring example). When Class 2 wiring circuits are located in a concealed space, such as above a suspended ceiling, or passing through a wall, NEC code requires use of conduit or a UL Listed Class 2 cable (optional). Longer wires or cables are optional.

**Power Supply (PS) Connections**

Power Supplies provided are UL, 60watt (Max 5 amp), Class 2, Wet location rated, maximum 277VAC input. Do NOT mount power supply directly into letters. Amperage ratings are listed on the power supply labels. Maximum remote mounting distance for Power Supply, with 18 AWG wire is 30ft. Connect Red (+) Lead wires to Red main line, in parallel, then to Red (+) wire of the power supply. Connect Black (-) Lead wires to Black main line, in parallel, then to Black (-) wire of the power supply. Connect power supply to appropriate sized breaker or power cord, in accordance with National Electric Code (NEC) Article 600 and all Local Electrical Codes.

Each PS is equipped with external connection cables (approx. 11" long) containing 3 input wires, for connecting to the power source, and two output wires, for connecting to the LEDs (letters). Reference your supplied Wiring Diagram for specifics on Sign Section groupings to power supplies.

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**Wiring Diagram Example**

![Wiring Diagram](image)

**Caution:** Plugging LEDs directly into 110V will destroy them. Use ONLY Class 2 Power Supplies.

Apply manufacturer label to power supply (first Section)
Notes:
If more than one power supply is being used, disconnect ALL power supplies before servicing.
Letter Cans (backs)
All letter sign bodies have been supplied with 1/4" min. diameter weep (drain) holes per UL requirements.
Weep holes are used to allow moisture or water to escape. Do not block or plug weep holes.
Mounting Letters to Raceway or wall
Letters can be mounted direct to raceways with self tapping sheet metal screws.
Pre-drill a small pilot hole first through the back of the can to prevent cracking the plastic.
Letters, such as a C, E, or F, may require additional support in areas not touching the raceway.
If mounting letters direct onto the wall, use wall anchors. Always follow NEC codes.
LED Modules
Each LED module has been secured inside the cans with double faced tape.
Approx. every other module has also been further secured with a plastic support block.
Should you need to reposition or move any LED modules, break off the support block with pliers, reposition modules, re-tape back down and secure with silicone on sides and wires.
Secure Letter Faces
Faces of IM Channel letters need to be secured to cans with a few small screws. Holes have been pre-drilled into letter faces and cans to allow for attachment. After the cans are installed, and wiring is completed, place letter faces over the cans and secure with provided screws.
Caution: Do NOT over tighten screws as this may crack the face.
Use all supplied (UL required) face screws, as plastic will expand and contract with exposure to heat and sun. If certain portions of the face are not secured to the back, they may warp when heated.
Some installations may require the sealing of faces to backs. Typically, this is done with silicone. Use care to not get any silicone on the letter faces as this will create dark spots when the letters are lit.

LED Troubleshooting Guide
Blinking LEDs: Too many LEDs connected to a given power supply. Reduce the number of letters or modules attached to your power supply.
LEDs in one or more letters will not light:
Check letter connections. Make sure pigtails are properly wired to power supply line.
Make sure all Red (+) wires are connected together and to the Red (+) wire of the power supply.
Check AC input connection and/or check circuit breaker.
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Electrical Contractor Required
It is recommended that all electrical connections be performed by a licensed electrical contractor. Always follow proper OSHA LOTO (Lockout/Tagout) and NEC practices and procedures.
RISK OF ELECTRIC SHOCK:
Turn power OFF before inspection, installation or removal.
• Properly ground any Power Supply enclosures.
• Shut off power at fuse box or circuit breaker before install.
Prepare Electrical Wiring (Electrical Requirements)
• The grounding and bonding of the LED Driver shall be done in accordance with NEC Article 600.
Always understand and follow all National Electric Codes (NEC) and local electrical codes.
All power supplies must be wet location rated, Class 2 rated with UL listed letters.