

# Pixel LED Neon Flex

## IMPORTANT INFORMATION

- Please read these instructions carefully before installation or operation.
- Retain this manual and cable tag for future reference.
- This product should be installed in accordance with local IEE wiring regulations and building regulations.
- To reduce the risk of strangulation the flexible wiring connected to this luminaire shall be effectively fixed to the wall if the wiring is within arm's reach.
- Ensure mains supply is disconnected before installation.
- Ensure others cannot restore the electrical power supply without your knowledge.
- Do not connect directly to mains electrical supply. Ensure correct polarity before powering.
- This product must be used with a good quality SELV constant voltage LED driver.
- Ensure that the voltage output of the driver matches rated voltage of the LED product.
- Ensure that the power capacity of the LED driver is greater than the total load of all the LED products connected to it.
- To reduce the risk of strangulation the flexible wiring connected to this luminaire shall be effectively fixed to the wall if the wiring is within arm's reach.
- Do not open, modify, or repair the unit. No user-serviceable parts inside.
- Do not install or use the product if it is damaged.

## SAFETY PRECAUTIONS

- Please read these instructions carefully before installation or operation.
- This product must be installed by a suitably competent person.
- Ensure mains supply is disconnected before installation.
- Ensure others cannot restore the electrical power supply without your knowledge.
- Do not install or use the product if it is damaged.

## ELECTRICAL

- Do not connect directly to mains electrical supply.
- Switch the power off at the mains supply before installing or maintaining this fitting.
- Ensure others cannot restore the electrical power supply without your knowledge.
- Ensure the product is in good working condition. If there is visible damage do not use.
- This product must be used with a good quality SELV constant voltage LED driver. Ensure that the voltage output of the driver matches rated voltage of the LED flex.
- Connect the LED flex with correct polarity. Refer to the 'wiring' section for help. Terminal block not included.
- Ensure that the power capacity of the LED driver is greater than the total load of all the LED flex connected to it.
- The LED flex and cable should be protected by a fuse or equivalent device installed between the driver and LED flex and as close to the driver as possible.
- Ensure that the current capacity of cable connecting the LED flex to the driver is greater than the maximum drawn by the LED flex and the cut off of any over-current protection (fuse).

## MECHANICAL

- Do not use the product if damaged. Do not use with worn or damaged wires or components.
- The product will generate heat during use. It should be installed in a well ventilated location on a smooth surface. Fully uncoil the LED flex. Do not cover or conceal.
- The light source is not replaceable; when the light source reaches its end of life the whole luminaire shall be replaced.
- These products contain a light source. For information on energy efficiency classification, please refer to the product listing.
- Products are dimmable only with specific dimmers or dimming methods.
- The LED flex should be mechanically supported with the recommended accessories. Do not hang under its own weight.
- Do not twist, pull or stretch the LED flex. Only bend following the bend direction and minimum bend.
- Protect the LED flex from mechanical damage. Take care not to dislodge any components during installation. Ensure that wires connecting the LED flex cannot be pulled.

## ENVIRONMENTAL

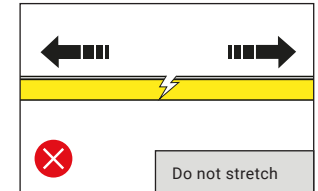
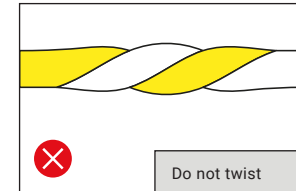
- Ensure the product is installed and operated within the specified ambient temperature (Ta) as outlined in the technical table and product listings.
- IP67 LED flex is suitable for indoor and outdoor installation. After cutting and sealing this product is IP65
- Only install in a location free from chemicals, gases and flammable materials. Avoid continuous exposure to UV light.
- Do not install in locations where it is subject to continuous movement.
- The external flexible cable of this luminaire cannot be replaced; if the cable is damaged, the luminaire shall be destroyed.

## User Manual

### IMPORTANT

- ▶ Please read these instructions before commencing any work.
- ▶ Please retain these instructions & cable tag for future reference.
- ▶ Please refer to product listing for detailed information.
- ▶ Remove all packaging before connecting to power supply.
- ▶ If the cable tag is removed, ensure it is retained and stored safely.

## Precautions



SKU	Bending	Min. Bend Radius	Ta	Size
TC24-N1616RGBHB	Horizontal	100mm	60°C	16x16mm
TC24-N1616RGBVB	Vertical	100mm	60°C	16x16mm
TP12-N612RGBHB	Horizontal	80mm	60°C	6x12mm
TP24-N1217RGBHB	Horizontal	80mm	60°C	12x17mm
TP24-N1312RGBVB	Vertical	80mm	60°C	13x12mm
TP24-N1217RGBW	Horizontal	80mm	60°C	12x17mm
TP24-N1312RGBW	Vertical	80mm	60°C	13x12mm
TP24-N1616RGBD	Dual	60mm	45°C	16x16mm
TP24-N2020RGBW	Dual	100mm	45°C	20x20mm
TB24-N165HBSC	Horizontal	60mm	55°C	16.5x16.5mm
TB24-N165VBSC	Vertical	60mm	55°C	16.5x16.5mm
TB24-N165165HBRGB	Horizontal	60mm	55°C	16.5x16.5mm
TB24-N165165VBRGB	Vertical	60mm	55°C	16.5x16.5mm
TB24-N165HBRGBW	Horizontal	60mm	55°C	16.5x16.5mm
TB24-N165VBRGBW	Vertical	60mm	55°C	16.5x16.5mm
TD12-N25RGB	Dual	120mm	60°C	25x25mm
TD12-N40RGB	Dual	120mm	60°C	40x40mm



## MAINTENANCE

- Before cleaning or maintenance, ensure the power supply is disconnected from the mains.
- Clean only with a dry, soft cloth.
- Do not use chemical cleaners or solvents.
- Do not open, modify, or repair the unit. No user-serviceable parts inside.

## DISPOSAL & RECYCLING

- This product must not be disposed of with household waste.
- Please return to an authorised recycling facility in accordance with local environmental regulations.

## PRODUCT WARRANTY

1. A warranty period is provided for products in normal use. For any faults arising during the period that are confirmed to be quality related by inspection by the company, a product of the same specification will be replaced for free.
2. The warranty does not cover any of the following:
  1. Any product damage due to usage not allowed in the instructions.
  2. Any product damage due to disassembling or wrong operation by the user.
  3. Severe appearance damage or deformation of the product.

## Troubleshooting

### • LED flex doesn't respond to controller

Check that the data output of the controller is connected to the data input of the LED flex.  
Check the data arrows labelled on the LED flex. Ensure the data flows in the correct direction.

### • The LED flex lights but the animation is distorted

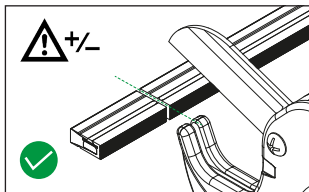
Check that the IC type setting on the controller matches the IC type of the LED flex.

### • LED flex lights single colours but animation is distorted.

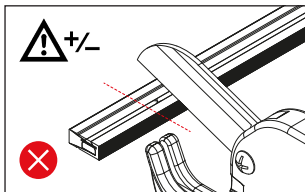
Check that the GND of each LED flex is connected to the GND on the controller.  
Check that the length of the cables between the controller and DIN on the LED flex are shorter than 2m.

**NOTE:** The LED flex is supplied with a cable at each end. One end is the data input and the other is data output. If you cut the LED flex one section will now no longer have a data input and a cable must be soldered on. The LED flex will not operate if a data output cable is connected to the controller.

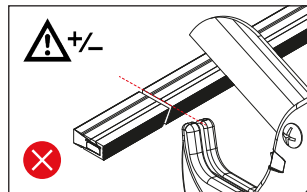
## Cutting



Straight cut along cutting position



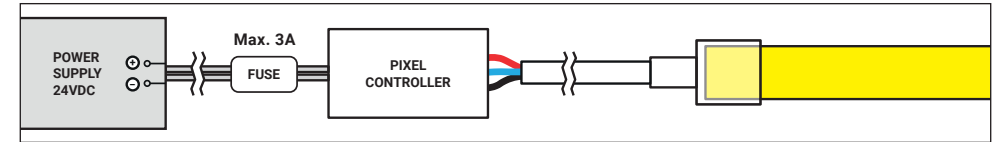
Wrong cutting position



Wrong cutting angle

**TIP:** we recommend using a pipe cutter to cut the LED flex. Use one firm press to cut cleanly through.

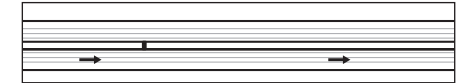
## Wiring



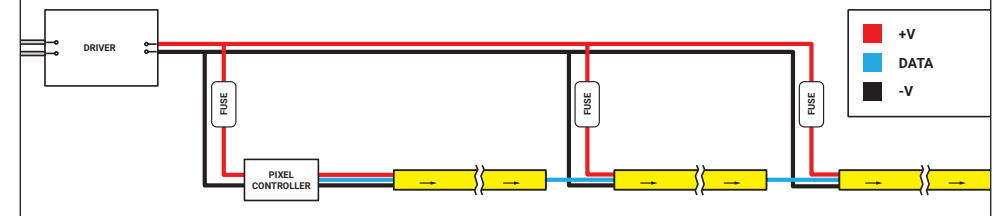
**WARNING:** Product must be installed by a suitably competent person. Check polarity (+/-) correct before turning on.  
**WARNING:** Never connect DATA to +V.



**NOTE:** The LED flex is labelled with data arrows showing data flow. Ensure the data flows in the correct direction.



**NOTE:** Achieve longer runs of LED flex by following the diagram below.



SKU	IC Type	Cable Colours
TC24-N1616RGBHB	GS8206	Red (+), Blue (DI), Green (BI), Black (GND)
TC24-N1616RGBVB	GS8206	Red (+), Blue (DI), Green (BI), Black (GND)
TP12-N612RGBHB	TM16703	Red (+), Green (DI), Blue (BI), Black (GND)
TP24-N1217RGBHB	UCS5603A	Red (+), Green (DI), Blue (GND)
TP24-N1312RGBVB	UCS5603A	Red (+), Green (DI), Blue (GND)
TP24-N1217RGBW	UCS7604	Red (+), Green (DI), Blue (BI), Black (GND)
TP24-N1312RGBW	UCS7604	Red (+), Green (DI), Blue (BI), Black (GND)
TP24-N1616RGBD	UCS2903	Red (+), White (DI), Black (GND)
TP24-N2020RGBW	UCS8904	Red (+), White (DI), Black (GND)
TB24-N165HBSC	UCS8903	Red (+), Yellow (DI), Black (GND)
TB24-N165VBSC	UCS8903	Red (+), Yellow (DI), Black (GND)
TB24-N165165HBRGB	UCS8903	Red (+), Yellow (DI), Black (GND)
TB24-N165165VBRGB	UCS8903	Red (+), Yellow (DI), Black (GND)
TB24-N165HBRGBW	UCS8904	Red (+), Yellow (DI), Black (GND)
TB24-N165VBRGBW	UCS8904	Red (+), Yellow (DI), Black (GND)
TD12-N25RGB	WS2815	Red (+), Green (DI), Black (GND)
TD12-N40RGB	WS2815	Red (+), Green (DI), Black (GND)

Key	
(+)	Positive
(DI)	Data In
(BI)	Backup In
(GND)	Ground