



LightWorks LW2

Troubleshooting

Orange Auto Light does not light up when Power is turned on.

Ensure Wall Adaptor is fully plugged into the unit and the wall outlet.

Try another wall outlet.

Try a different Wall Adaptor - 12 Volts DC with a Center Positive Pin that supplies at least 1.5 Amps.

There may be a fault with the unit. Contact Customer Experience at 1.800.224.0242 or repairs@sota.com

Mode light on, but no Hand Paddle Lights.

Ensure both ends of the LightWorks Cord are securely plugged into the unit and the Hand Paddle.

Yes

Are the Hand Paddle lights on?

No

The unit appears to be working properly.

There may be a fault with the unit. Contact Customer Experience at 1.800.224.0242 or repairs@sota.com

Lights are burnt out on either side of the Hand Paddle.

The Hand Paddle will need to be sent in. Contact Customer Experience at 1.800.224.0242 or repairs@sota.com



LightWorks LW2

Troubleshooting

Cannot switch the operational side of the Hand Paddle.

Ensure both ends of the LightWorks Cord are securely plugged into the unit and the Hand Paddle.

Are the Hand Paddle lights on?

Yes

No

Can the side in use be changed by pushing the Hand Paddle button?

Yes

No

The unit appears to be working properly.

There may be a fault with the unit. Contact Customer Experience at 1.800.224.0242 or repairs@sota.com

Cannot switch modes.

There may be a fault with the unit. Contact Customer Experience at 1.800.224.0242 or repairs@sota.com

When turned on, the Hand Paddle lights immediately flash and the LightWorks unit beeps and turns off.

Indicates the Wall Adaptor in use does not meet the minimum requirements to power the LightWorks.

The Wall Adaptor should be 12 Volts DC with a Center Positive Pin that supplies at least 1.5 Amps.