

NYX DIAMOND WALL RESET - ELECTRICAL & LIGHTING TROUBLE SHOOTING GUIDE

DW 1.0 ⇒ DW 1.1

IN THE EVENT A REPLACEMENT PART IS REQUIRED, PLEASE CONTACT L'OREAL CUSTOMER SERVICE

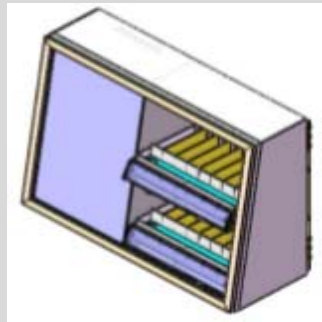
@ 📞 **1-877-256-7325** - 24 HOURS / 7 DAYS

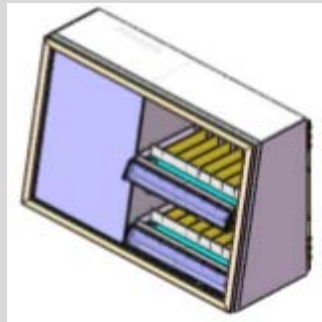
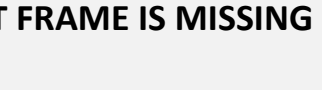
RESET/INSTALL QUESTIONS? CALL CUSTOMER SERVICE @ 📞 **1-866-256-4780** - MON-FRI 8am-7pm (EST)


NOTE: IF YOUR CALL IS RECEIVED OUTSIDE OF BUSINESS HOURS, IT WILL BE RETURNED NEXT BUSINESS MORNING


NOTE: IF REQUESTED, PLEASE EMAIL REFERENCE PHOTOS TO nyxwallsupport@popdisplaysusa.com
BE SURE TO INCLUDE YOUR NAME, STORE I.D. NUMBER, AND YOUR CONTACT TELEPHONE NUMBER


BACK WALL ISSUE	CHECK	PROBABLE CAUSE	REMEDY
ENTIRE WALL IS NON LIGHTING	CHECK MAIN POWER CABLE TO STORE OUTLET	POWER CABLE NOT CONNECTED TO STORE OUTLET	PLUG IN THE POWER CABLE TO STORE OUTLET
		POWER CABLE CONNECTED TO STORE OUTLET BUT STILL NO POWER	LOOK TO SEE IF THERE IS A ON/OFF SWITCH ON THE OUTLET, AND SWITCH ON
		POWER CABLE CONNECTED TO STORE OUTLET BUT STILL NO POWER	ALERT STORE MANAGER THERE IS NO POWER TO LIGHT WALL
SINGLE COLUMN IS NON LIGHTING	CHECK COLUMN POWER CABLE AT BASE OF COLUMN (WHITE CABLE)	COLUMN POWER CABLE IS NOT CONNECTED TO POWER SUPPLY (LOCATED UNDER THE ACCOUNT FIXTURE BASE DECK)	LOOK UNDER THE BASE DECK TO FIND THE COLUMN CABLE, AND CONNECT TO POWER SUPPLY. NOTE: ONLY (2) COLUMN CABLES SHOULD BE CONNECTED PER POWER SUPPLY
SINGLE COLUMN IS FLICKERING ON/OFF	CHECK COLUMN POWER CABLE AT BASE OF COLUMN (WHITE CABLE)	COLUMN POWER CABLE IS NOT FULLY CONNECTED TO POWER SUPPLY (LOCATED UNDER THE ACCOUNT FIXTURE BASE DECK)	LOOK UNDER THE BASE DECK TO FIND THE COLUMN CABLE, DISCONNECT PLUG AND THEN FULLY RE-CONNECT PLUG TO POWER SUPPLY.
TWO (ADJACENT) ENTIRE COLUMNS ARE NON LIGHTING	CHECK COLUMN POWER CABLE AT BASE OF COLUMN (WHITE CABLE), AND CHECK THE POWER SUPPLY (UNDER THE STORE FIXTURE BASE DECK).	COLUMN POWER CABLES ARE NOT CONNECTED TO POWER SUPPLY (LOCATED UNDER THE ACCOUNT FIXTURE BASE DECK)	CONNECT CABLES TO POWER SUPPLY. NOTE: ONLY (2) COLUMN CABLES SHOULD BE CONNECTED PER POWER SUPPLY
		COLUMN POWER CABLES ARE CONNECTED TO POWER SUPPLY, HOWEVER, POWER SUPPLY MAY NOT BE CONNECTED TO STORE POWER	CONNECT THE POWER SUPPLY TO THE STORE OUTLET
		COLUMN POWER CABLES ARE CONNECTED TO POWER SUPPLY, AND THE POWER SUPPLY IS CONNECTED TO THE STORE POWER.	POWER SUPPLY IS NON-FUNCTIONING. A REPLACEMENT WILL BE NEEDED. CONTACT CUSTOMER SERVICE HOTLINE FOR FURTHER ASSISTANCE.

BACK WALL ISSUE (CONTINUED)		CHECK	PROBABLE CAUSE	REMEDY
MULTIPLE COLUMNS ARE FLICKERING ON/OFF 	→ CHECK COLUMN POWER CABLE AT BASE OF EACH COLUMN (WHITE CABLE) →	→ TOO MANY COLUMN POWER CABLES (WHITE CABLE) ARE PLUGGED INTO A SINGLE POWER SUPPLY.	→ LOOK UNDER THE BASE DECK TO FIND THE COLUMN CABLE. IF IT IS PLUGGED INTO A POWER SUPPLY WITH MORE THAN ONE OTHER COLUMN CABLE, RE-LOCATE THE COLUMN CABLE TO AN ADJACENT POWER SUPPLY WITH ONLY ONE COLUMN CABLE ATTACHED.	
		NOTE: ONLY (2) COLUMN CABLES SHOULD BE CONNECTED PER POWER SUPPLY (MAX) - ANY MORE WILL OVERLOAD THE COLUMN.		

HOTSPOT ISSUE		CHECK	PROBABLE CAUSE	REMEDY
ENTIRE HOTSPOT IS NON LIGHTING 	→ CHECK IF HOTSPOT IS CORRECTLY ATTACHED TO BACK WALL SLOTS →	→ SOME HOOKS ARE NOT FULLY ENGAGED INTO THE BACK WALL SLOTS →	→ CAREFULLY LIFT THE UNIT UPWARDS AND RE-ATTACH TO THE BACK WALL SLOTS - ENSURING ALL HOOKS ARE FULLY ENGAGED. NOTE: IT MAY BE NECESSARY TO REMOVE SOME TRAYS TO DO THIS. SET THEM ASIDE, AND REPLACE AFTERWARDS.	
		→ ALL HOOKS APPEAR TO BE FULLY ENGAGED INTO THE BACK WALL SLOTS, HOWEVER THERE IS A CLEAR PROTECTIVE FILM APPLIED TO THE FRONT FACE OF THE BACK WALL PANEL. →	→ CAREFULLY REMOVE THE UNIT AND SET ASIDE. PEEL OFF THE PROTECTIVE FILM FROM THE BACK WALL PANEL. REPLACE THE UNIT ONTO THE WALL - ENSURING ALL HOOKS ARE FULLY ENGAGED. NOTE: IT WILL BE NECESSARY TO REMOVE SOME TRAYS TO DO THIS. SET THEM ASIDE WHILE PERFORMING THIS.	
		→ ALL HOOKS ARE FULLY ENGAGED INTO THE BACK WALL SLOTS, THERE IS POWER TO THE (2) COLUMNS →	→ CONTACT CUSTOMER SERVICE HOTLINE FOR FURTHER ASSISTANCE - 1-877-256-7325	
HOTSPOT FRAME IS MISSING 	→ CHECK WHAT FRAME COVER PARTS ARE MISSING. CHECK THAT THE LEDs ARE FUNCTIONING →	→ FRAME COMPONENTS REMOVED AND LOST WITHIN STORE →	→ CONTACT CUSTOMER SERVICE HOTLINE FOR FURTHER ASSISTANCE - 1-877-256-7325	

TRENDZONE ISSUE		CHECK	PROBABLE CAUSE	REMEDY
TRENDZONE IS NON LIGHTING 	→ CHECK IF TRENDZONE IS CORRECTLY ATTACHED TO BACK WALL SLOTS →	→ SOME HOOKS ARE NOT FULLY ENGAGED INTO THE BACK WALL SLOTS →	→ CAREFULLY LIFT THE UNIT UPWARDS AND RE-ATTACH TO THE BACK WALL SLOTS - ENSURING ALL HOOKS ARE FULLY ENGAGED. NOTE: IT MAY BE NECESSARY TO REMOVE SOME CARRIERS TO DO THIS.	
		→ ALL HOOKS APPEAR TO BE FULLY ENGAGED INTO THE BACK WALL SLOTS, HOWEVER THERE IS A CLEAR PROTECTIVE FILM APPLIED TO THE FRONT FACE OF THE BACK WALL PANEL. →	→ CAREFULLY REMOVE THE UNIT AND SET ASIDE. PEEL OFF THE PROTECTIVE FILM FROM THE BACK WALL PANEL. REPLACE THE UNIT ONTO THE WALL - ENSURING ALL HOOKS ARE FULLY ENGAGED. NOTE: IT WILL BE NECESSARY TO REMOVE SOME TRAYS TO DO THIS. SET THEM ASIDE WHILE PERFORMING THIS.	
		→ ALL HOOKS ARE FULLY ENGAGED INTO THE BACK WALL SLOTS, THERE IS POWER TO THE (2) COLUMNS →	→ CONTACT CUSTOMER SERVICE HOTLINE FOR FURTHER ASSISTANCE - 1-877-256-7325	

CATEGORY SIGN ISSUE		CHECK	PROBABLE CAUSE	REMEDY
CATEGORY SIGN IS NON LIGHTING 	→ CHECK IF CATEGORY SIGN IS CORRECTLY ATTACHED TO BACK WALL SLOTS →	→ SOME HOOKS ARE NOT FULLY ENGAGED INTO THE BACK WALL SLOTS →	→ CAREFULLY LIFT THE SIGN UPWARDS AND RE-ATTACH TO THE BACK WALL SLOTS - ENSURING ALL HOOKS ARE FULLY ENGAGED.	
		→ ALL HOOKS APPEAR TO BE FULLY ENGAGED INTO THE BACK WALL SLOTS, HOWEVER THERE IS A CLEAR PROTECTIVE FILM APPLIED TO THE FRONT FACE OF THE BACK WALL PANEL. →	→ CAREFULLY REMOVE THE SIGN AND SET ASIDE. PEEL OFF THE PROTECTIVE FILM FROM THE BACK WALL PANEL. REPLACE THE UNIT ONTO THE WALL - ENSURING ALL HOOKS ARE FULLY ENGAGED.	
		→ ALL HOOKS ARE FULLY ENGAGED INTO THE BACK WALL SLOTS, THERE IS POWER TO THE COLUMN....STILL NO LIGHT..... →	→ CONTACT CUSTOMER SERVICE HOTLINE FOR FURTHER ASSISTANCE - 1-877-256-7325	

NAVIGATION SIGN ISSUE		CHECK	PROBABLE CAUSE	REMEDY
NAVIGATION SIGN IS NON LIGHTING → 	CHECK IF NAVIGATION SIGN IS CORRECTLY ATTACHED TO BACK WALL SLOTS →	→ SOME HOOKS ARE NOT FULLY ENGAGED INTO THE BACK WALL SLOTS →	CAREFULLY LIFT THE SIGN UPWARDS AND RE-ATTACH TO THE BACK WALL SLOTS - ENSURING ALL HOOKS ARE FULLY ENGAGED. NOTE: IT MAY BE NECESSARY TO REMOVE THE HOTSPOT ABOVE THIS SIGN. SET THIS ASIDE.	
		→ ALL HOOKS APPEAR TO BE FULLY ENGAGED INTO THE BACK WALL SLOTS, HOWEVER THERE IS A CLEAR PROTECTIVE FILM APPLIED TO THE FRONT FACE OF THE BACK WALL PANEL. →	CAREFULLY REMOVE THE SIGN AND SET ASIDE. PEEL OFF THE PROTECTIVE FILM FROM THE BACK WALL PANEL. REPLACE THE SIGN ONTO THE WALL - ENSURING ALL HOOKS ARE FULLY ENGAGED. NOTE: IT MAY BE NECESSARY TO REMOVE THE HOTSPOT TO DO THIS. SET THIS ASIDE.	
		→ ALL HOOKS ARE FULLY ENGAGED INTO THE BACK WALL SLOTS, THERE IS POWER TO THE COLUMN. →	CAREFULLY REMOVE THE SIGN FROM WALL. TURN OVER TO SEE IF THE RED / BLACK POWER CABLES ARE CONNECTED. IF NOT, SECURELY RE-ATTACH THE CABLES - RED-to-RED, AND BLACK-to-BLACK. RETURN TO WALL.	
		→ ALL HOOKS ARE FULLY ENGAGED INTO THE BACK WALL SLOTS, THERE IS POWER TO THE COLUMN....STILL NO LIGHT..... →	CONTACT CUSTOMER SERVICE HOTLINE FOR FURTHER ASSISTANCE - 1-877-256-7325	

CARRIER TRAY ISSUE		CHECK	PROBABLE CAUSE	REMEDY
CARRIER TRAY IS NON LIGHTING OR FLICKERING →	CHECK IF CARRIER TRAY IS CORRECTLY ATTACHED TO BACK WALL SLOTS →	→ SOME HOOKS ARE NOT FULLY ENGAGED INTO THE BACK WALL SLOTS →	CAREFULLY LIFT THE TRAY UPWARDS AND RE-ATTACH TO THE BACK WALL SLOTS - ENSURING ALL HOOKS ARE FULLY ENGAGED.	
		→ ALL HOOKS APPEAR TO BE FULLY ENGAGED INTO THE BACK WALL SLOTS, HOWEVER THERE IS A CLEAR PROTECTIVE FILM APPLIED TO THE FRONT FACE OF THE BACK WALL PANEL. →	CAREFULLY REMOVE THE TRAY AND SET ASIDE. PEEL OFF THE PROTECTIVE FILM FROM THE BACK WALL PANEL. REPLACE THE UNIT ONTO THE WALL - ENSURING ALL HOOKS ARE FULLY ENGAGED.	
		→ ALL HOOKS APPEAR TO BE FULLY ENGAGED INTO THE BACK WALL SLOTS, AND THERE IS NO CLEAR PROTECTIVE FILM APPLIED TO THE FRONT FACE OF THE BACK WALL PANEL. →	CARRIER TRAY LED IS NON-FUNCTIONAL. REPLACEMENT CARRIER TRAY WILL BE REQUIRED. PLEASE CONTACT CUSTOMER SERVICE HOTLINE FOR FURTHER ASSISTANCE - 1-877-256-7325	

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