

NYX DIAMOND WALL RESET - ELECTRICAL & LIGHTING TROUBLE SHOOTING GUIDE

DW 2.0 ⇨ DW 2.1

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	REMOVE THE HEADER HOODS AND SET ASIDE. CHECK THAT ALL POWER CONNECTOR CABLES ARE CONNECTED TO EVERY POWER SUPPLY - PROVIDING A CONTINUOUS DAISY CHAIN.
		POWER CONNECTOR CABLES ARE ALL CONNECTED - THROUGH 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 (ENTIRE COLUMN)	CHECK COLUMN FEEDER CAP CABLE AT TOP OF COLUMN (THE SHORTER RED+BLACK CABLE).	COLUMN FEEDER CAP CABLE IS NOT CONNECTED TO EITHER THE POWER SUPPLY OR ADJACENT FEEDER CABLE SPLITTER CABLE (THE LONGER RED+BLACK CABLE)	CONNECT TO POWER SUPPLY OR ADJACENT FEEDER CAP SPLITTER CABLE.
	CHECK FEEDER CAP CONNECTION.	FEEDER CAP IS NOT FULLY ENGAGED ONTO COLUMN.	PUSH FEEDER CAP FIRMLY DOWNWARD - TO CORRECTLY ENGAGE ONTO COLUMN TOP. OR REMOVE AND RE-INSTALL FEEDER CAP TO ENSURE CORRECT FIT.
ONLY LOWER SECTION OF COLUMN IS NON LIGHTING	CHECK CONNECTION OF UPPER AND LOWER BACK WALL PANELS - LOCATED IN THE MID-LEVEL OF COLUMN.	UPPER BACK WALL PANEL IS NOT FULLY ENGAGED INTO THE LOWER BACK WALL PANEL.	CAREFULLY LIFT THE UPPER PANEL AND THEN RE-INSTALL ONTO THE LOWER PANEL. NOTE: IT MAY BE NECESSARY TO DISS-ENGAGE THE ADJACENT BACK WALL PANEL TO RELEASE THE SIDE BACK WALL TABS.

BACK WALL ISSUE (CONTINUED)		CHECK	PROBABLE CAUSE	REMEDY
TWO ADJACENT COLUMNS ARE NON LIGHTING	→	LOCATE THE COLUMN FEEDER CAPS (AT TOP OF EACH COLUMN). CHECK THAT THE (SHORT) RED & BLACK CABLE IS CONNECTED TO EITHER A POWER SUPPLY OR ADJACENT FEEDER CAP RED & BLACK POWER CABLE (LONG).	→ COLUMN POWER CABLE IS NOT CONNECTED TO POWER SUPPLY →	CONNECT (SHORT) RED & BLACK POWER CABLE TO POWER SUPPLY.
			→ COLUMN POWER CABLE IS NOT CONNECTED TO ADJACENT FEEDER CAP (LONG) RED & BLACK POWER CABLE. →	CONNECT (SHORT) RED & BLACK POWER CABLE TO (LONG) RED & BLACK POWER CABLE LOCATED ON ADJACENT FEEDER CAP.
			→ COLUMN POWER CABLES ARE CONNECTED TO POWER SUPPLY/POWER CABLE, AND POWER SUPPLY IS CONNECTED TO STORE POWER. POWER SUPPLY MAY BE NON FUNCTIONAL. →	CONTACT CUSTOMER SERVICE HOTLINE FOR FURTHER ASSISTANCE - 1-877-256-7325
TWO OR MORE ADJACENT COLUMNS ARE NON LIGHTING AND/OR FLASHING	→	LOCATE THE COLUMN FEEDER CAPS (AT TOP OF EACH COLUMN). CHECK THAT THE (SHORT) RED & BLACK CABLE IS CONNECTED TO EITHER A POWER SUPPLY OR ADJACENT FEEDER CAP RED & BLACK POWER CABLE (LONG).	→ 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 DAISY-CHAINED TOGETHER IN EXCESS OF THE APPROVED (2) COLUMNS. THEREFORE, THE POWER SUPPLY OVERLOADED. →	REVIEW THE INSTALLATION MANUAL FOR ELECTRICAL CABLE CONNECTIONS AND CORRECT AS NEEDED.

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 CARRIERS TO DO 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

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 TRAYS TO DO THIS. SET THEM ASIDE WHILE PERFORMING THIS TASK.
			→ 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

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.
			→ 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

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	

CARRIER TRAY PROBLEM		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....STILL NO LIGHT.....	→ 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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