

# 45" LED Utility Shop Light



FAQ Guide

Winplus Model # LM55970-84

# Introduction

Thank you for purchasing the 45” LED Utility Shop Light from Winplus. Please use this guide to help answer general questions you may have for this product not covered in the manual.

Still have questions? Please call or email us.

## **Customer Support Contact**

Telephone: 1-866-294-9244 (Mon – Fri from 8 AM – 5 PM Pacific Time)

Email: [customercare@winplususa.com](mailto:customercare@winplususa.com)

# Quick Links

- **Installation video:** <https://youtu.be/vWTjMmTGVz0>; or check out the video from our website: <http://winplus.com/usa/products/led-utility-light/>
- **Instruction manual:** [http://winplus.com/usa/wp-content/uploads/ML-55970\\_V1-Utility-Light-Manual\\_Finalno-DIP-R3-Outlined-1.pdf](http://winplus.com/usa/wp-content/uploads/ML-55970_V1-Utility-Light-Manual_Finalno-DIP-R3-Outlined-1.pdf)

# Installation

Question / Issue	Possible Resolution
The retaining clips cannot be unhooked.	Check to make sure the four screws in the retaining clips have been removed before unhooking.
Where can screw hooks be purchased?	Screw hooks are available at any major hardware retail store.
What temperatures can the light be used in?	The light can be used in operating temperatures from -4°F up to +104°F (-20°C up to +40°C).
Can the light be used outdoors?	The light can be used in outdoor <u>covered</u> areas such as covered patios, covered backyards, covered porches, etc. This light is splash- proof (not waterproof) and can be used in locations that may occasionally experience light splashes of water. Please see page 2 of the manual for additional information.
Which mounting method is best for outdoor use?	<ul style="list-style-type: none"><li>▪ We recommend installing by <u>flush mount</u> when installing the light in outdoor areas, as indicated on page 4 of the manual.</li><li>▪ <b>NOTE:</b> When installing outdoors, the light must be installed under a covered area to protect from rain and with the diffuser cover on to protect the light from light splashes of water and dust.</li></ul>
Can the light be used without the cover?	<ul style="list-style-type: none"><li>▪ The cover (diffuser) should not be removed as it prevents water and dust from entering the internal components. Preventing water and dust from getting into internal components will help prolong the life of the light.</li><li>▪ The cover (diffuser) also helps scatter the LED light to prevent damage to the eye from intense light. Staring at the LED light for prolonged periods will still damage the eyes, however the cover helps decrease the intensity of the light.</li></ul>

# Installation

Question / Issue	Possible Resolution
The DIP switch is too small to change the settings.	Use a small tool with a blunt tip to adjust the DIP switch settings (i.e. flathead tool, pencil, etc.). <b>CAUTION:</b> Always unplug the power cord from the main power source before changing the DIP switch settings.
Can I use this like a regular light using a light switch?	It can, however, we do not recommend the light be turned ON/OFF through a switch. The light needs to recalibrates each time it is powered on for the first time. When the light recalibrates, the light may flicker during each recalibration.
Can I link the LED Utility Lights together?  Can I daisy-chain the LED Utility Lights?	No, the design of this LED Utility Light is not intended to be daisy-chained or linked. Each light must be plugged into it's own outlet.
What are the Plastic Cap and Cable Bushing in the bag for?	The Plastic Cap and Cable Bushing are for qualified electricians to re-wire the power supply cord as an alternative option to power the light. <b>As with any type of re-wiring involved, always refer to a qualified personnel or electrician for the re-wiring.</b> After re-wiring, the Plastic Cap is used for covering the original power cable opening (the power supply cord of the light); the Cable Bushing for the hardwire power cable.

# Smart Sensor

Question / Issue	Possible Resolution
Is the Smart Sensor Pet Immune?	No, the Smart Sensor is not Pet Immune.
The light is always ON even though there is no identifiable movement.	The sensor can still detect motion through walls and other small moving objects within the immediate vicinity. We recommend changing DIP Switch 1 & 2 to a narrower motion detection range.
The light does not turn ON even though there is movement.	<ul style="list-style-type: none"><li>▪ The movement may be too fast or the detection area is too small, causing the sensor to miss the motion. Large metallic objects may also block the sensor from detecting motion.</li><li>▪ Changing the sensor distance to a wider range is suggested in this case. (Change DIP Switch 1 &amp; 2)</li></ul>
The DIP Switch setting is set to Dusk, but the light is still ON even though it is not darker than Dusk.	<ul style="list-style-type: none"><li>▪ Try recalibrating the Smart Sensor by turning light off then back on.</li><li>▪ If issues persist with the light staying ON despite having more ambient light than dusk, check the DIP switch to make sure the setting was set properly.</li></ul>

# Smart Sensor

Question / Issue	Possible Resolution
The light will not turn ON even when there is motion within the set motion sensing area.	<ul style="list-style-type: none"><li>▪ Environment or surrounding conditions may be affecting the actual sensing distance. Change DIP switch 1 &amp; 2 to adjust to the correct distance needed.</li><li>▪ In some cases, the movement may not be great enough for the sensor to detect movement. <b>Example:</b> Back is turned from the light while on a workbench with minimal movement or movement cannot be “seen” by the sensor.</li></ul>
Why does the light flash 3 times when first turned on?	<ul style="list-style-type: none"><li>▪ The flashing means the light sensor is calibrating.</li><li>▪ <b>NOTE:</b> The Utility Light will need to re-calibrate anytime the power supply cord is unplugged from the power source and plugged back to the power source.</li><li>▪ Normal calibration time is 10 seconds.</li><li>▪ The calibration time, and the time it takes to dim (DIP Switch 3 &amp; 4) or switch OFF may take longer when the Utility Light is installed in areas below 14°F (-10°C). If it takes longer than 20 mins to calibrate (lights do not stop flashing), ask the customer to check that their plug is fully inserted into an outlet or to re-insert the plug, and that the installation location is within operating temperature range of -4°F up to +104°F (-20°C up to +40°C).</li></ul>

# Troubleshooting





















Question / Issue	Possible Resolution
The light never turns ON.	<ul style="list-style-type: none"><li>▪ Check if the mains power the light is connected can be controlled by a a light switch. Make sure that light switch is in the ON position.</li><li>▪ Movement may be too fast that the sensor cannot pickup motion.</li><li>▪ Confirm DIP Switch 1 &amp; 2 are casting a wide enough motion detection area. Adjust if necessary.</li><li>▪ Make sure the plug is fully inserted into the outlet and DIP Switch 1 to 10 are all set.</li></ul>
The light never turns OFF (always ON).	<ul style="list-style-type: none"><li>▪ The Smart Sensor detects motion. Check DIP Switch 1 &amp; 2 to decrease the motion detection area and verify the time until the light turns off in DIP switch 9 &amp; 10 are correct. <b>NOTE:</b> Total duration the light stays on for includes the countdown time set for Time Until Dim (Switch 3 &amp; 4) and Time Until Off (Switch 9 &amp;10).</li><li>▪ If the floor above the light has a lot of movement, vibrations from the floor above may cause the light to turn ON. It is recommended the light is installed by ceiling flush mount in this scenario and stick four (4) ¾” sorbothane hemisphere rubber bumpers on top of the light next to the mounting brackets to absorb the vibrations from the floor above. ¾” Sorbothane hemisphere rubber bumpers can be purchased at major hardware stores.</li><li>▪ <b>NOTE:</b> The Smart Sensor can detect motion through walls and doors. It may be possible a person or pet is on the other side of a wall within the motion detection distance.</li></ul>



# Recycling









Question / Issue	Possible Resolution
<p>Why did Winplus not design the light strip to be replaceable?</p> <p>Why did Winplus not design the light with a light bulb?</p> <p>Wouldn't this device be better with a replaceable light bulb?</p>	<ul style="list-style-type: none"><li data-bbox="465 315 1875 486">▪ The lifespan of the LED Utility Light is competitive to or exceeds those on the market without ever changing the bulb. This shop light will last 50,000 hours or a few years depending on installation location (free from dust, temperature, etc), like any other LED light.</li><li data-bbox="465 486 1875 743">▪ LEDs on the market tend to stop working due to the driver used in the lighting fixture wearing out over time more than the bulb itself. Additionally, incompatible drivers can cause the LED to overheat, overload, etc. and eventually decrease the life expectancy of the LED. When the lighting driver wears out the whole lighting fixture needs to be replaced which adds to the cost of that lighting fixture.</li></ul>

# DIP Switch Control for Customized Setting





Distance	Time Until Dim (No motion)	Ambient Light Sensor	Brightness	Time Until Off (No motion)
1 2	3 4	5 6	7 8	9 10
 Very near	 Off	 Off	 25%	 Off
 Near	 30 Sec	 Overcast	 50%	 30 Sec
 Mid-range	 10 Min	 Dusk	 75%	 10 Min
 Far	 30 Min	 Night	 100%	 30 Min

# DIP Switch 1 & 2 – Distance

Question / Issue	Possible Resolution
What does DIP Switch 1 & 2 do?	<ul style="list-style-type: none"> <li>▪ DIP Switch 1 &amp; 2 controls the motion detection area.</li> <li>▪ The motion detection zone can be set to.               <ul style="list-style-type: none"> <li>▪ Very Near: 3.2 ft – 9.8 ft (1 m – 3 m)</li> <li>▪ Near: 9.8ft – 16.4ft (3 m – 5m)</li> <li>▪ Mid-Range: 16.4 ft – 26.2 ft (5 m – 8 m)</li> <li>▪ Far: 26.2 ft – 39.3 ft (8 m – 12 m)</li> </ul> </li> </ul>
How do I change the motion detection distance?	<ul style="list-style-type: none"> <li>▪ <b>NOTE:</b> The motion detection area for each setting also depends on the installation height of the light and height of the person or pet when they are near the sensor. The higher the light is installed, the wider the diameter becomes for each setting. Sensing distances are approximate based on the light being 9.8ft away from the floor.</li> </ul>

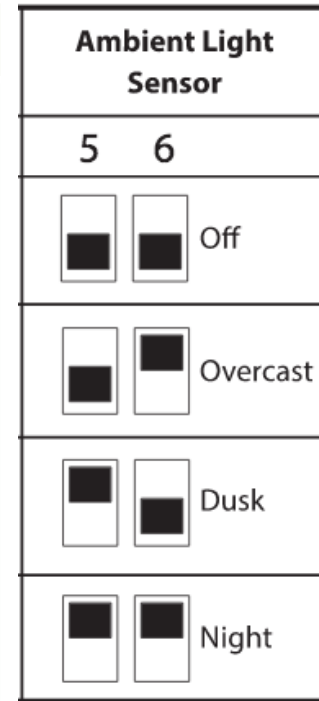
Distance	
1	2
	 Very near
	 Near
	 Mid-range
	 Far

# DIP Switch 3 & 4 – Time Until Dim

Question / Issue	Possible Resolution	Time Until Dim (No motion)
<p>What does DIP Switch 3 &amp; 4 do?</p>	<ul style="list-style-type: none"> <li>DIP Switch 3 &amp; 4 is the amount of time passed before the light dims after no movement has been detected. The dim level is half the brightness set in DIP Switch 7 &amp; 8. (E.g. 100% Brightness level will dim to 50% after 30 sec, 10 min, or 30 min.)</li> </ul>	<p>3    4</p>
<p>How do I change the duration before the light dims?</p>	<ul style="list-style-type: none"> <li>If Time Dim is set to OFF, the light will never dim before turning OFF after the time set for Time Until Off (DIP Switch 9 &amp; 10).</li> <li>If movement was detected after the Utility Light has started the Time Dim countdown, the light will turn ON again to the Brightness % set in DIP Switch 7 &amp; 8, and countdown time to dim the light will restart.</li> <li><b>Example:</b> If the Utility Light is installed above a walkway and someone passes by and leaves the motion detected area, the Utility Light will dim after 30 sec, 5 mins, 10 min, or not at all if DIP switch 3 &amp; 4 is in the OFF setting. The light will stay dimmed for the duration set in DIP Switch 9 &amp; 10 before turning OFF.</li> </ul>	
		
		
		









# DIP Switch 5 & 6 – Ambient Light Sensor

Question / Issue	Possible Resolution
<p>What does DIP Switch 5 &amp; 6 do?</p>	<ul style="list-style-type: none"> <li>DIP Switch 5 &amp; 6 prevents the light from turning on when motion is detected if the ambient light is already bright (e.g. outdoors). If the ambient light is brighter than Overcast, Dusk, or Night and motion has been detected, the light will not turn ON. It is an energy saving feature to keep the light off when the Utility Light is placed in an area that is normally well lit such as a covered patio area during the day.               <ul style="list-style-type: none"> <li>Overcast: Cloudy day</li> <li>Dusk: Sunset / nightfall</li> <li>Night: Night time</li> </ul> </li> </ul>
<p>How do I change the Ambient Light Sensor feature?</p>	<ul style="list-style-type: none"> <li>If the light should always turn ON if movement is detected, no matter the amount of ambient light detected, then set DIP switch 5 &amp; 6 to OFF.</li> <li><b>Example:</b> If the Utility Light is placed under a covered patio and set to Dusk, movement during a normal day will not turn the light ON. The Utility Light will only turn ON when the Smart Sensor senses the ambient light is darker than Dusk and motion has been detected.</li> </ul>



# DIP Switch 7 & 8 – Brightness %

Question / Issue	Possible Resolution
<p>What does DIP Switch 7 &amp; 8 do?</p>	<ul style="list-style-type: none"> <li>▪ DIP Switch 7 &amp; 8 control the brightness of the light. Options are 25%, 50%, 75%, and 100% based on preference.</li> <li>▪ If Time Until Dim was set in DIP Switch 3 &amp; 4, the Brightness % set in DIP Switch 7 &amp; 8 will be halved for the duration the light is dimmed for.</li> </ul>
<p>How do I change the Brightness level?</p>	<ul style="list-style-type: none"> <li>▪ <b>NOTE:</b> Brightness is the measured light, whereas dimming is the perceived amount the eye sees (<a href="http://lumald.com/2015/02/10/dimmed-light-vs-perceived-light/">http://lumald.com/2015/02/10/dimmed-light-vs-perceived-light/</a>).</li> </ul>

Brightness	
7	8
	 25%
	 50%
	 75%
	 100%

# DIP Switch 9 & 10 – Time Until Off

Question / Issue	Possible Resolution
<p>What does DIP Switch 9 &amp; 10 do?</p>	<ul style="list-style-type: none"> <li>DIP Switch 9 &amp; 10 control the duration the light will stay on when no motion is detected and after the duration for Time Until Dim (DIP Switch (3 &amp; 4).</li> <li>Any motion detected within the time set for DIP Switch 9 &amp; 10 will reset the countdown time.</li> <li><b>NOTE:</b> The countdown time in Time Until Off does not include the countdown time set for Time Until Dim (DIP Switch 3 &amp; 4).               <ul style="list-style-type: none"> <li><b>Example:</b> If Time Until Dim is set for 30 seconds and Time Until Off is set for 30 seconds; the total time before the light turns off when no motion is detected is 1 minute. In this scenario, the light will dim to half the Brightness level (set in DIP Switch 7 &amp; 8) after 30 seconds of no motion, then turn off after another 30 seconds. If any motion is detected during this time, the light will return to the Brightness % and countdown time will restart.</li> </ul> </li> </ul>
<p>How do I change the duration light stays on for before turning off?</p>	

Time Until Off (No motion)	
9	10
	Off
	30 Sec
	10 Min
	30 Min