







Frequently Asked Questions

SKU 100009214 Model DC5237WH-A OMSID 204087512

Commercial Electric 8 ft. Color Changing LED Flexible Tape Under Cabinet Light with Wireless Remote

Question	Answer
Can I connect two or more 8 foot LED ribbons to one 20 watt LED driver?	No. The maximum wattage of the driver in the kit is 20 Watts. A full strip of 8ft tape light consumes approximately 18 Watts. Overloading the driver will ultimately burn out the driver. If you want to connect up to 24ft MAX of tape light together using 1 driver you will need to order the 60W driver from homedepot.com, OMSID 205552303. Separate 8ft tape light reels (OMSID 205552327) and 12ft tape light reels (OMSID 205552328) are available on homedepot.com as well.
Can I operate multiple LED drivers with one remote control?	Yes, as long as the remote control IR is in the line of sight with the remote IR eye on each LED driver. You will need to sync all of the separate drivers by plugging in all of the drivers and setting all of them to one color to start.
Can I use this product outdoors?	Not recommended. The driver is not water proof and not designed to work in areas where water or humidity are present. The humidity, condensation build-up or direct contact with water may damage the circuitry inside.
Does the driver and remote control have to be used?	Yes. This tape light kit will not work properly without the included driver or remote. Using any other power supply, driver or connecting to a battery is not recommended, may cause damage to the product and void any and all warranties and certifications.
Can I hardwire the driver instead of using the polarized plug?	Due to many factors that could go wrong, hardwiring is not recommended. Altering/Hardwiring any component of this kit will void any and all warranties and certifications and also may be in violation of the NEC. Please contact a licensed electrician for further advice.
The remote does not seem to be working?	Check to make sure the plastic battery barrier sheet has been removed. Check to make sure the polarity of the battery is correct. Check to make sure the battery is not dead.
How do I control the speed of the flash/ strobe/ fade/ smooth function?	The speed of the functions can be controlled by using the top two white left buttons on the remote control, the left white button increases the speed and the right white button decreases the speed.
How do I dim the lights?	The lights can be dimmed by using the top two white left buttons on the remote control, the left white button increases the brightness and the right white button decreases the brightness.
What is the connector plug used for?	The LED ribbon can be cut every four inches where the scissors mark is located. This enables you to cut the ribbon and reconnect the rest of the ribbon. You can use this feature to jump over sinks, stoves, refrigerators, etc.
Where can I buy more connector plugs?	Connector plugs of different lengths are available on Home Depot dot com. See OMSID in the table below.
Can I use a separate dimmer switch to operate this device?	No. Doing so may damage the driver and void any and all warranties and certifications.
Are replacement parts available?	Replacement parts available on homedepot.com. You can also contact customer service with your SKU or UPC number and let them know what you need. They will be happy to assist in placing a replacement parts order.
I cut the LED ribbon and reconnected it and the ribbon beyond the cut does not light up, how do I fix this?	Make sure that all of the silicone is removed from the copper conductors and make sure the copper conductors are underneath the silver fingers on the connector plug. Make sure the polarity is correct on both sides of the connector plug.

Accessories/Add-ons (Sold on www.homedepot.com)

OMSID	IMAGE	Description
205552304		Connector Pack - (2) 6 inch and (1) 18 inch connector plugs
205552305		Connector Pack - (2) 6 foot connector plugs
205552306		Connector - (1) 12 foot connector plug
205552303	 <p style="text-align: center;">Remote included</p>	60-Watt Indoor LED Color Changing Tape Light Power Supply/Driver (RGB). Connects up to 24ft of RGB tape light together.
205552327		Additional 8 ft. Indoor LED Color Changing Flexible Tape Light Roll (RGB). 60-Watt Driver (OMSID 205552303) above required.
205552328		Additional 12 ft. Indoor LED Color Changing Flexible Tape Light Roll (RGB). 60-Watt Driver (OMSID 205552303) above required.