

## LED Mirror Troubleshooting

Thank you for purchasing one of our LED mirrors. To find out whether the issues is a technical fault please action the following steps to avoid unnecessary returns and chargers:

1. Switch the mirror off/on from the mains supply. (via mains wall switch or fuse box)
2. Test the CCT colour changing function by rapidly tapping the on/off button.
3. Test the dimming function by holding down the on/off button.
4. Bluetooth Speaker
  - Ensure no other device is connected to the speaker and blocking the device trying to connect.
  - Soft reset the Bluetooth speaker by switching the mirror off/on at the mains.
  - Soft reset the Bluetooth on the device (quickest way is by going in/out of airplane mode)
  - Have your device 'forget' the Bluetooth pairing with the speaker before trying to reconnect.
5. Connect a shaver or toothbrush charger to check the function of the shaver socket.
6. Check with a qualified electrician that there is power to the mirror.

If none of the steps corrected the issues please contact our team by emailing [sales@sycamoreled.com](mailto:sales@sycamoreled.com) to organise a collection.

Once an RMA has been issues, a refund/collection/replacement will be arranged as per our returns policy.