

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 from the mains supply (via mains wall switch or fuse box) and leave for 5 minutes before turning the power back on.
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 socket or toothbrush charger to check the function of the shaver socket.
6. Ask the electrician to see if the connection is correct and whether power is going through the mirror wiring.

If none of the steps corrected the issues please contact our team by emailing sales@sycamoreled.com to organise a collection. Once tested and the fault has been acknowledged a refund or replacement will be sent. If no fault can be detected a charge will be applied at the cost of collection.