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› FCPLEXSW Tmall Genie Intelligent LED Driver Power Supply (12-24W*2) Instruction Manual

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FCPLEXSW Tmall Genie Intelligent LED Driver Power Supply (12-24W*2) Instruction Manual

Model: 12-24W*2

1. PRODUCT OVERVIEW

This document provides instructions for the FCPLEXSW Tmall Genie Intelligent LED Driver Power Supply, model 12-24W*2. This device is a constant current low voltage transformer designed to power LED ceiling lamps, supporting smart dimming and color adjustment functions via Tmall Genie integration. It ensures stable and efficient power delivery to compatible LED lighting fixtures.



Image 1: FCPLEXSW Tmall Genie Intelligent LED Driver Power Supply (12-24W*2). The image shows the white rectangular driver unit with input and output wires. The label indicates 'Intelligent LED Driver', 'POWER SF(12-24) X2 48W', 'INPUT: 170-245 VAC', 'OUTPUT: 36-85 VDC 280mA', 'Ta: 50°C Tc: 75°C'.

2. SAFETY INSTRUCTIONS

Please read and understand all safety instructions before installation and operation. Failure to follow these instructions may result in electric shock, fire, or other hazards.

- **Professional Installation Recommended:** Installation should be performed by a qualified electrician.
- **Disconnect Power:** Always disconnect power at the circuit breaker before installing, servicing, or removing the device.
- **Voltage Compatibility:** Ensure the input voltage of your electrical system matches the driver's specifications.
- **Proper Wiring:** Connect wires according to the wiring diagram provided in this manual. Incorrect wiring can damage the device or cause fire.
- **Avoid Overloading:** Do not exceed the maximum output power or current ratings of the driver.
- **Environmental Conditions:** Do not expose the driver to moisture, extreme temperatures, or corrosive environments.

3. PRODUCT SPECIFICATIONS

Feature	Specification
Model Type	Constant Current Source
Input Voltage	170-245 VAC
Input Frequency	50/60 Hz
Output Power	12-24W * 2 (Total 48W)
Output Voltage	36-85 VDC
Output Current	280 mA
Efficiency	90%
Power Factor	0.7
Protection	Overload Protection
Working Temperature (Ta)	-25°C to 50°C
Case Temperature (Tc)	Max 75°C
Dimensions (L*W*H)	90*40*17 MM
Lifespan	50,000 hours

4. SETUP AND INSTALLATION

- Follow these steps for proper installation of the LED driver. Ensure power is disconnected before proceeding.
- Prepare Wiring:** Identify the AC input wires (Live and Neutral) from your mains supply and the DC output wires for your LED lamp.
 - Connect AC Input:** Connect the mains Live (L) and Neutral (N) wires to the corresponding input terminals on the LED driver. Refer to the driver's label for 'L' and 'N' markings.
 - Connect DC Output:** Connect the positive (+) and negative (-) wires from your LED lamp to the corresponding output terminals on the LED driver. The driver supports two output channels, typically marked 'A' and 'B' with '+' and '-' for each. Ensure correct polarity.
 - Secure Connections:** Ensure all wire connections are secure and properly insulated to prevent short circuits.
 - Mount Driver:** Mount the LED driver in a suitable location, ensuring adequate ventilation and protection from moisture.
 - Restore Power:** Once all connections are secure and verified, restore power at the circuit breaker.



Image 2: Close-up of the FCPLEXSW LED Driver showing input and output terminals. The input side has 'L' and 'N' for AC connection, and the output side has 'A', '+', '-', 'B' for connecting to LED channels.

5. OPERATING INSTRUCTIONS

This intelligent LED driver is designed for use with Tmall Genie for smart control.

- **Power On/Off:** Once installed and powered, the connected LED lamp will be ready for operation.
- **Tmall Genie Integration:** Follow the instructions provided with your Tmall Genie device to pair it with the LED driver for smart dimming and color adjustment functionalities. This typically involves adding a new device within the Tmall Genie app.
- **Voice Control:** After successful pairing, you can control the LED lamp's brightness and color temperature using voice commands through your Tmall Genie device.

6. MAINTENANCE

The FCPLEXSW LED Driver is designed for long-term, maintenance-free operation. However, periodic checks can help ensure optimal performance.

- **Cleaning:** Ensure the driver unit is free from dust and debris. Use a dry, soft cloth for cleaning. Do not use liquid cleaners.
- **Inspection:** Periodically inspect the wiring for any signs of damage, fraying, or loose connections.
- **No User-Serviceable Parts:** The driver contains no user-serviceable parts. Do not attempt to open or repair the unit, as this will void any warranty and may pose a safety risk.

7. TROUBLESHOOTING

If you encounter issues with your LED driver, refer to the following troubleshooting steps:

Problem	Possible Cause	Solution
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Problem	Possible Cause	Solution
LED lamp does not light up	No power supply Incorrect wiring Faulty LED lamp	Check circuit breaker and power connections. Verify input (AC) and output (DC) wiring. Test LED lamp with a known working driver or power source.
LED lamp flickers or dims unexpectedly	Loose connections Incompatible LED lamp Overheating	Check all wiring connections for tightness. Ensure LED lamp specifications match driver output. Ensure adequate ventilation around the driver.
Tmall Genie control not working	Not paired correctly Network issues Tmall Genie device malfunction	Refer to Tmall Genie pairing instructions. Check Wi-Fi connection and Tmall Genie status. Restart Tmall Genie device.

If the problem persists after attempting these solutions, contact customer support.

8. WARRANTY AND SUPPORT

For warranty information, please refer to the purchase documentation or contact the seller directly. FCPLEXSW provides technical support for its products.

- **Customer Support:** For technical assistance, troubleshooting beyond this manual, or warranty claims, please contact the seller or manufacturer through the platform where the product was purchased.
- **Proof of Purchase:** Keep your proof of purchase for any warranty-related inquiries.