

# Sunco

Lighting made better.

User Manual

## 2 Head LED Exit Sign

SKU: EX\_2H



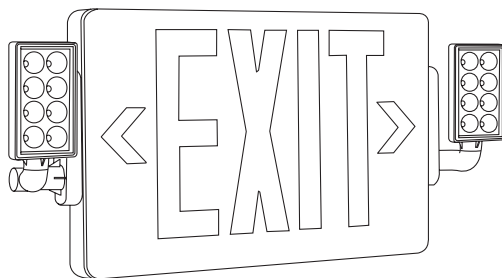
support@sunco.com  
(844) 334-9938



AMERICAN  
COMPANY

# What's in the Box?

## Exit Sign



*Let there be light!  
(literally)*

## Components



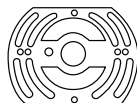
**x1**

Exit Sign Housing + Panel



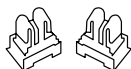
**x1**

Canopy Mount



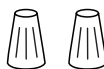
**x1**

Trim Plate



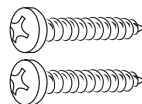
**x2**

Support Connectors



**x2**

Wire Nuts

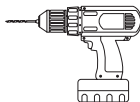


**x2**

Screws

# What You Need

## Get Your Gear



Drill



Pliers



Screwdriver



Ladder

**IMPORTANT:** Prior to exit sign installation, install junction box in ceiling or wall. When re-lamping, use only lamps specified in the exit sign. Using other lamp types may result in transformer damage or unsafe conditions. The battery in this unit may not be fully charged upon unboxing. After electricity is hooked up to the unit, let the battery charge for at least 24 hours. It is then ready for normal operation. Unused wires must be capped with a wire nut.

# Before You Start

## Safety Information

- Turn off circuit breaker before installing this fixture.
- Suitable for use in damp environments at temperatures ranging from 32°F to 104°F. Not for use where directly exposed to water.
- Not compatible with photo controls.
- Not compatible with occupancy sensors.
- Not compatible with 3rd party sensors.
- Not compatible with dimmers.
- Not compatible with timing devices.
- All electrical connections must be in accordance with local and National Electric Code (N.E.C.) standards.
- Please review installation manual carefully before proceeding. Consult a qualified electrician if you are unfamiliar with proper electrical wiring connections.



### WARNING:

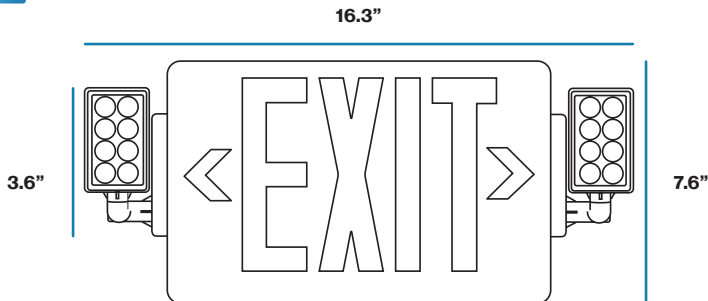
Cancer & Reproductive Harm- [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov)

This device complies with Part 15 of the FCC rules.  
Operation is subject to the following two conditions:

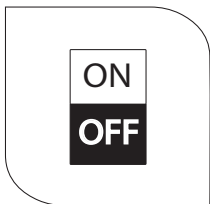
1.) This device may not cause harmful interference.

2.) This device must accept any interference that may cause undesired operation. Please review all instructions carefully prior to installation.

## Dimensions

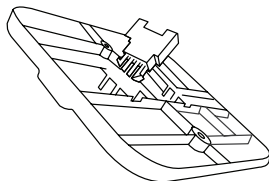


# Installation Guide(ceiling mount)



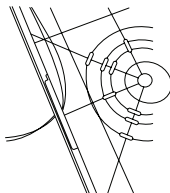
## STEP 1

- Turn off circuit breaker before installation.
- Open housing of exit sign using flathead screwdriver in slots on top. Alternate sides to unsnap entire faceplate. Pull off faceplate & set aside.
- Remove mounting components (wrapped in plastic for shipping) from the housing. Set aside.



## STEP 2

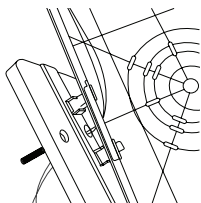
- Unwrap canopy and mounting hardware from plastic packaging.
- Snap two support connectors in provided slots. These will connect canopy mount plate to top of housing.



## STEP 3

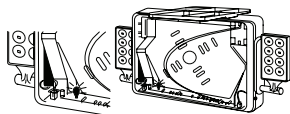
- Pop out top knockout. There are two slots. Feed lead wires through hole.
- Secure wires with wire guide.

## Installation Guide (ceiling mount)



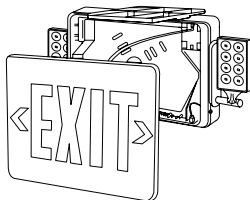
### STEP 4

- a. Align trim plate to screw holes on back of the canopy mount plate. Turn over. Secure trim plate with 2 provided screws.
- b. Feed lead wires (from face to back) through canopy mount plate & trim plate. Snap canopy mount plate onto exit sign housing.



### STEP 5

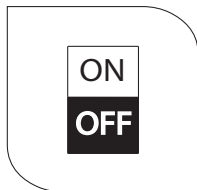
- a. Connect exit sign lead wires to AC input leads in junction box (not included) & cap off unused wires with wire nuts.
- b. Feed excess wire into J-box. Secure canopy mount with exit sign using included screws. Connect battery to the PC board by plugging wire into socket.



### STEP 6

- a. Reattach faceplate. Ensure all four corners have snapped together properly. Knock out direction arrow(s), as appropriate for your light fixture location.
- b. Turn on power. Battery may need 24 hours to charge before light fixture is used for emergency purposes.

# Installation Guide (wall mount)



## STEP 1

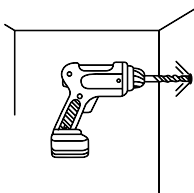
Disconnect AC power, make sure the battery is unplugged before servicing.

(If you are replacing an existing halogen fixture, allowing the fixture to cool away from flammable materials.)



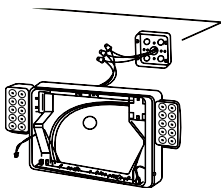
## STEP 2

Unsnap faceplate to open (see figure)



## STEP 3

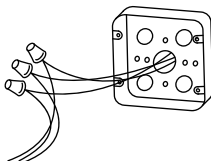
Drill holes for knockouts on the backplate that correspond to junction box holes.



## STEP 4

Feed lead wires through a hole in the center of the backplate, ensure wires are secured into wire guides.

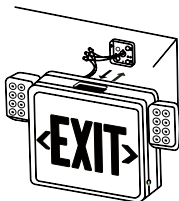
## Installation Guide (wall mount)



### STEP 5

Connect leads to AC input leads in the Junction Box. Black wire for 120V, Red/Orange wire for 277V.

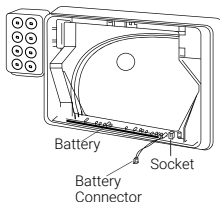
- Cap off unused wires
- Feed excess wire into a junction box



### STEP 6

Fasten backplate to the junction box.

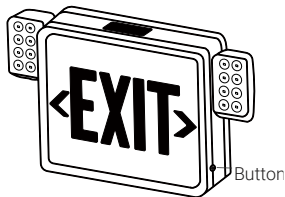
- Snap housing to canopy



### STEP 7

Connect the battery (see figure)

- Snap housing on to the backplate (first top then bottom)



### STEP 8

a.Snap-in arrows on EXIT faceplate as required

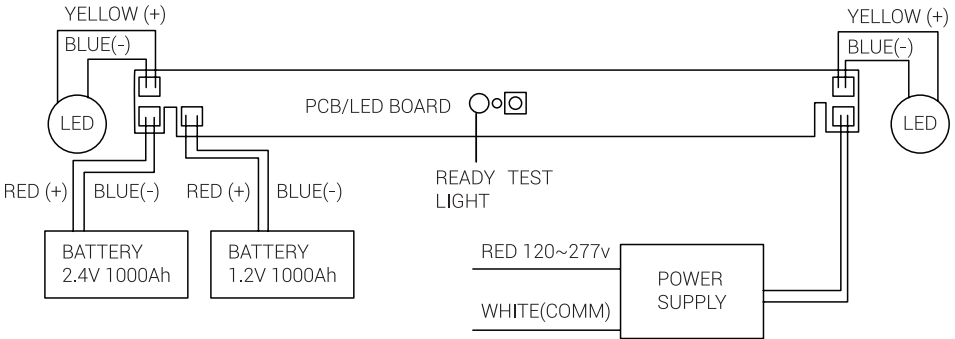
b.Secure faceplate to housing

c.Test after 24 hours of charging



# Product Details

## Wiring Diagram



## Specifications

<b>Voltage</b>	120V-277V	<b>Beam Angle</b>	120°
<b>Wattage</b>	3.3W	<b>Lumens</b>	300LM
<b>Power Factor</b>	0.48	<b>IP Rating</b>	IP20
<b>CRI</b>	80+	<b>Battery</b>	3.6V1000mah NI-MH
<b>Weight</b>	1.61lbs	<b>Power Source</b>	Battery
<b>Housing Material</b>	ABS+PMMA	<b>Amps</b>	0.32A
<b>Dimmable</b>	No	<b>Warranty</b>	3 Years

# Common Troubleshooting

Feeling in the dark about an issue with your product? No worries! Our troubleshooting section is here to shed some light and provide you with easy-to-follow solutions for any problem.

If you still need some assistance, please feel free to contact us with any questions. Our team of lighting experts are happy to help brighten your day.

## Installation

Light isn't turning on.

Double check if fixture is properly connected and circuit breaker hasn't been tripped.

Light unexpectedly fails.

For further assistance, reach out to customer support.

## Battery

Light not lasting on a single charge.

Ensure the battery is properly connected and compatible.

Battery is not charged.

Verify the battery is securely plugged in and the supply wires are properly connected.

Test light is not working.

Ensure the battery is properly connected.

## Flickering

Light is flickering when turning on.

Check that fixture wiring connections are secure.

Light flickering with other lights on the same circuit.

Check that the lights on the same circuit are not overloading the circuit.

Light flickering when turned on.

Verify fixture compatibility and that it is grounded.

## Buzzing

Fixture buzzing with power outages.

Verify light is connected to surge protector securely.

Fixture buzzing with appliances or electronic devices.

Look for nearby interferences that can cause buzzing. Such as televisions, radios, computers, etc.

## Warranty Policy

This product is covered by our industry leading 3 year warranty.

It gets even better - scan the QR code for 2 extra years of protection!



←  
*Scan me for two extra years!*

## 30 Day Return Policy

At Sunco, we value our customers and stand by the quality and performance of our products.

If you are not completely satisfied with your purchase, we accept returns within 30 days of your purchase date.

## Customer Service

Our Los Angeles team of lighting experts is here to assist you with all your needs! Contact us at:

Email: [support@sunco.com](mailto:support@sunco.com)

Call or Text: (844) 334-9938

# Sunco

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