

Sunco EX_2H 2 Head LED Exit Sign



Sunco EX_2H 2 Head LED Exit Sign User Manual

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Sunco EX_2H 2 Head LED Exit Sign



Specifications:

- **Product:** 2 Head LED Exit Sign
- **SKU:** EX_2H
- **Contact:** support@sunco.com | [844-334-9938](tel:844-334-9938) American Company

Product Usage Instructions

What's in the Box?

- **Exit Sign Components:**
 - 1 x Exit Sign Housing + Panel
 - 2 x Support Connectors
 - 1 x Canopy Mount
 - 2 x Wire Nuts
 - 1 x Trim Plate
 - 2 x Screws

What You Need:

- Drill
- Pliers
- Screwdriver
- Ladder

Installation Instructions (Ceiling Mount)

Before You Start – Safety Information: Prior to installation, consult a qualified electrician if you are unfamiliar with proper electrical wiring connections. Ensure safety precautions are followed.

Step 1:

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

Step 2:

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

Step 3:

1. Pop out the top knockout. There are two slots. Feed lead wires through the hole.
2. Secure wires with a wire guide.

Step 4:

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

Step 5:

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

Step 6:

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

Installation Instructions (Wall Mount):

1. Step 1:

Disconnect AC power, make sure the battery is unplugged before servicing. If you are replacing an existing halogen fixture, allow the fixture to cool away from flammable materials.

2. Step 2:

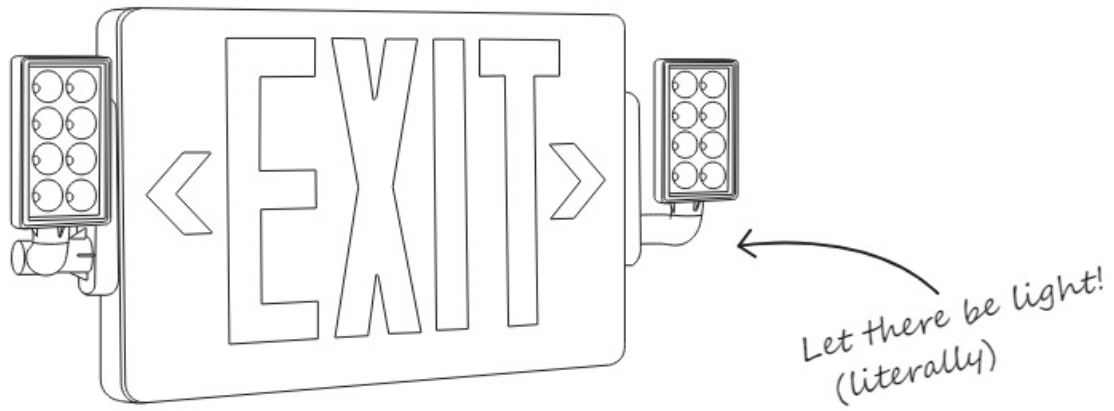
Unsnap faceplate to open.

3. Step 3:

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

What's in the B ox?

Exit Sign

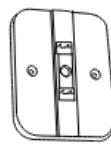


Components



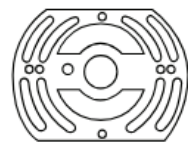
x1

Exit Sign Housing + Panel



x1

Canopy Mount



x1

Trim Plate



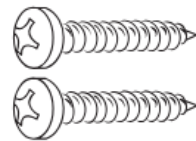
x2

Support Connectors



x2

Wire Nuts

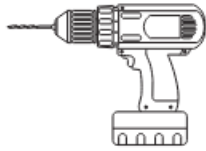


x2

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

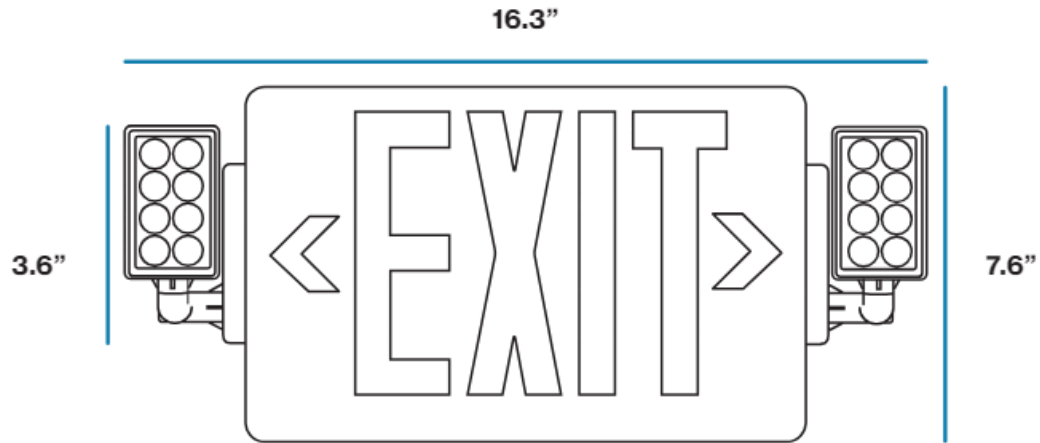
- Turn off circuit breaker before installing this fixture.
- Suitable for use in damp environments at temperatures ranging from 32°F to 104°F. Not for use where directly exposed to water.
- Not compatible with photo controls.
- Not compatible with occupancy sensors.
- Not compatible with 3rd party sensors.
- 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.

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

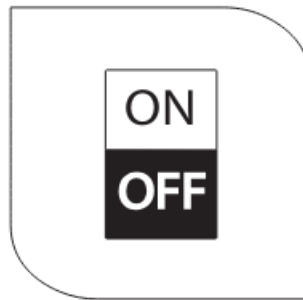
Dimensions



Installation Guide(ceiling mount)

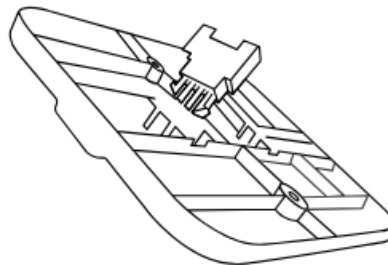
1. STEP 1

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



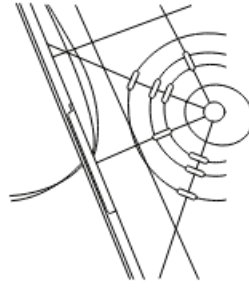
2. STEP 2

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



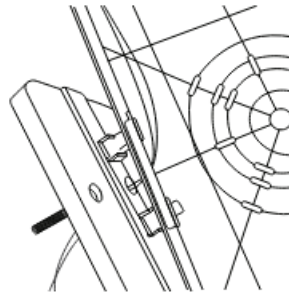
3. STEP 3

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



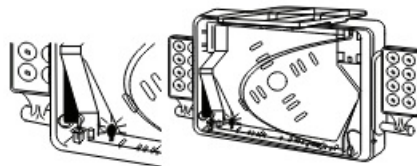
4. STEP 4

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



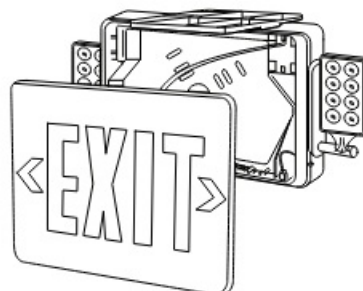
5. STEP 5

1. Connect exit sign lead wires to AC input leads in junction box (not included) & cap off unused wires with wire nuts
2. 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



6. STEP 6

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



1. 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.)



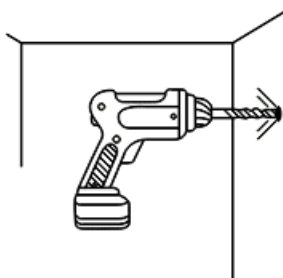
2. STEP 2

Unsnap the faceplate to open (see figure)



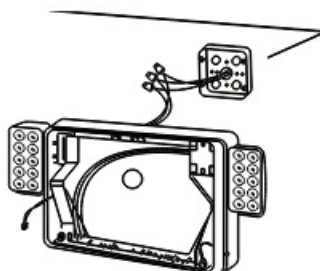
3. STEP 3

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



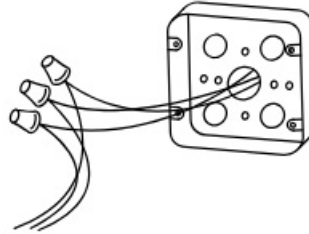
4. STEP 4

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



5. STEP 5

1. Connect leads to AC input leads in the Junction Box. Black wire for 120V, Red/Orange wire for 277V.
2. Cap off unused wires
3. Feed excess wire into a junction box



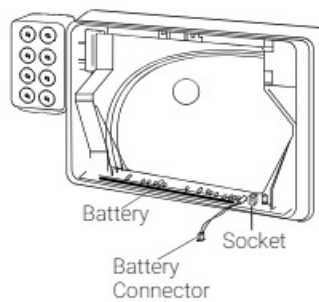
6. STEP 6

1. Fasten backplate to the junction box.
2. Snap housing to canopy



7. STEP 7

1. Connect the battery (see figure)
2. Snap housing on to the backplate (first top then bottom)



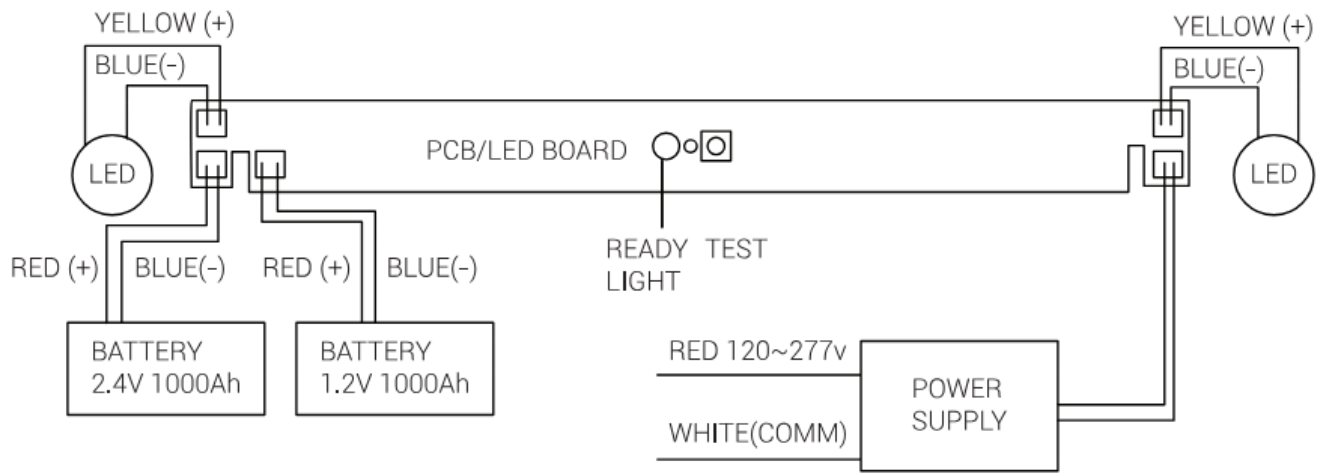
8. STEP 8

1. Snap-in arrows on EXIT faceplate as required
2. Secure faceplate to housing
3. Test after 24 hours of charging



Product Details

Wiring Diagram



Specifications

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

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.

Customer Support

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!



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

- Email: support@sunco.com
- Call or Text: [844-334-9938](tel:844-334-9938)

FAQ

Q: What should I do if the battery in the unit is not fully charged upon unboxing?

A: After electricity is hooked up to the unit, let the battery charge for at least 24 hours before normal operation.

Q: What lamps should I use when re-lamping the exit sign?

A: Use only lamps specified in the exit sign to avoid transformer damage or unsafe conditions.

Documents / Resources



[Sunco EX_2H 2 Head LED Exit Sign](#) [pdf] User Manual
EX_2H 2 Head LED Exit Sign, EX_2H 2, Head LED Exit Sign, LED Exit Sign, Exit Sign, Sign

References

- [P65Warnings.ca.gov](https://www.p65warnings.ca.gov/)
- [User Manual](#)

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