Manuals+ — User Manuals Simplified.

Sunco EX_2H-RED 2 Head LED Exit Sign User Manual

Contents

Sunco

Sunco EX_2H-RED 2 Head LED Exit Sign

Specifications:

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

Product Usage Instructions

What's in the Box?

The following components are included in the box:

- x1 Exit Sign Housing + Panel
- x2 Support Connectors
- x1 Canopy Mount
- x2 Wire Nuts
- x1 Trim Plate
- x2 Screws

What You Need:

Prior to installation, make sure you have the following tools:

- Drill
- Pliers
- Screwdriver
- Ladder

Before You Start:

Ensure that you read and understand the safety information provided in the user manual. If you are unfamiliar with electrical wiring connections, consult a qualified electrician before proceeding.
WARNING: Cancer & Reproductive Harm- **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.

Installation Guide:

- Step 1:
    - Turn off the circuit breaker before installation.
    - Open housing of exit sign using flathead screwdriver in slots on top. Alternate sides to unsnap the entire faceplate. Pull off the faceplate & set aside.
    - Remove mounting components (wrapped in plastic for shipping) from the housing. Set aside.
- Step 2:
    - Unwrap the canopy and mounting hardware from plastic packaging.
    - Snap two support connectors in the provided slots. These will connect the canopy mount plate to the top of the housing.
- Step 3:
    - Pop-out top knockout. There are two slots. Feed lead wires through the hole.
    - Secure wires with wire guide.
- Step 4:
    - Align the trim plate to screw holes on back of the canopy mount plate. Turn over. Secure trim plate with 2 provided screws.
    - Feed lead wires (from face to back) through the canopy mount plate & trim plate. Snap canopy mount plate onto exit sign housing.
- Step 5:
    - Connect exit sign lead wires to AC input leads in the junction box (not included) & cap off unused wires with wire nuts.
    - Feed the excess wire into J-box. Secure canopy mount with exit sign using included screws. Connect the battery to the PC board by plugging wire into the socket.
- Step 6:
    - Reattach faceplate. Ensure all four corners have snapped together properly. Knock out direction arrow(s), as appropriate for your light fixture location.
    - Turn on power. The battery may need 24 hours to charge before light fixture is used for emergency

purposes.

FAQ:

Common Troubleshooting:
Feeling in the dark about an issue with your product? No worries! Here are some common troubleshooting tips:

- Make sure the circuit breaker is turned on.
- Check if the lamps specified in the exit sign are being used. Using other lamp types may result in transformer damage or unsafe conditions.
- If the battery is not fully charged upon unboxing, let it charge for at least 24 hours after the electricity is hooked up to the unit.
- Unused wires must be capped with a wire nut.

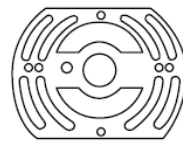## Whats in the Box

Exit Sign
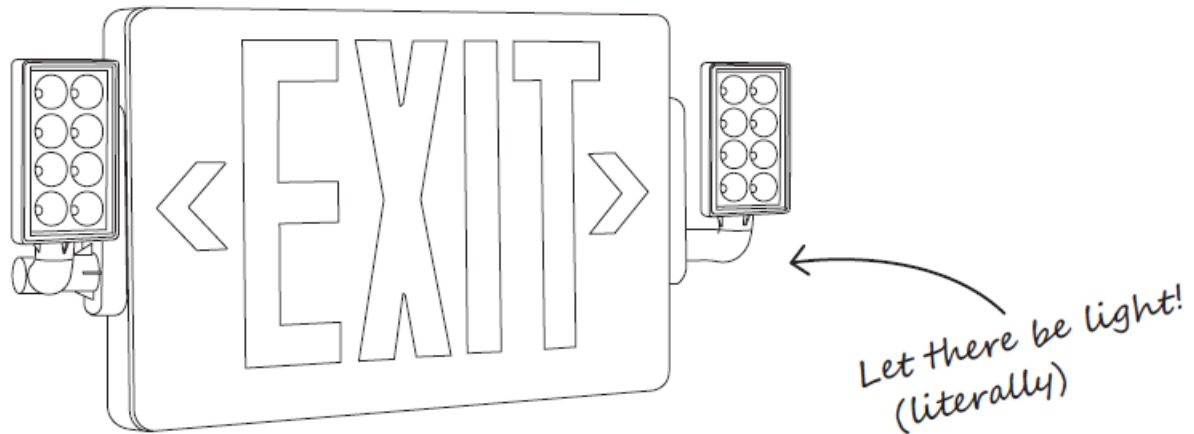
Let there be light!
(literally)
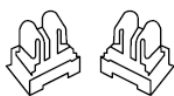
Components

x1	x1	x1
Exit Sign Housing + Panel	Canopy Mount	Trim Plate
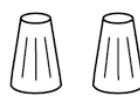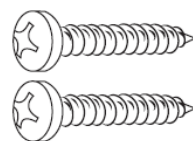
x2	x2	x2
Support Connectors	Wire Nuts	Screws

What You Need
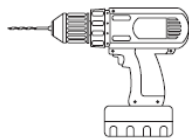
Drill	Pliers
Screwdriver	Ladder

Get Your Gear

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.
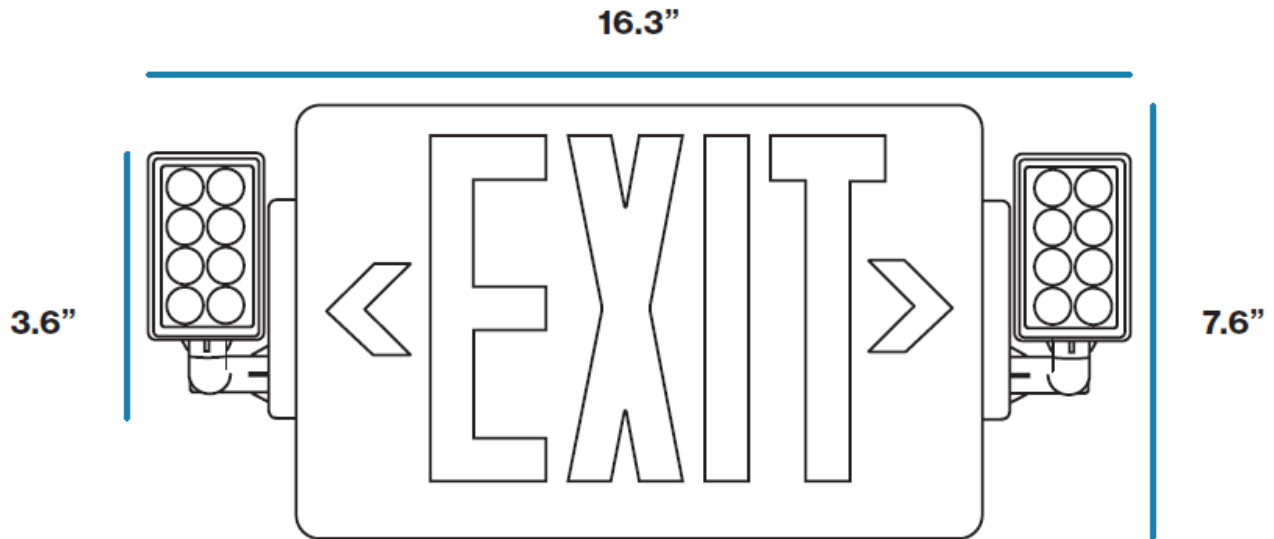
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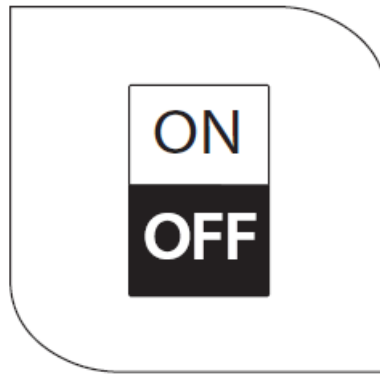
1. This device may not cause harmful interference.
2. This device must accept any interference that may cause undesired operation. Please review all instructions carefully prior to installation
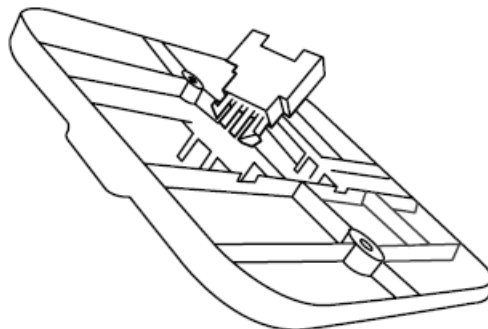
Dimensions

16.3"

3.6"

7.6"

Installation Guide

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
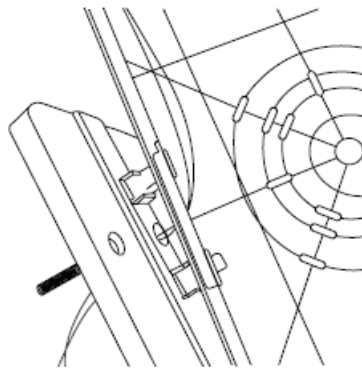
STEP 2

- 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
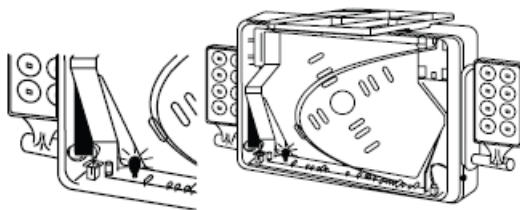
STEP 3
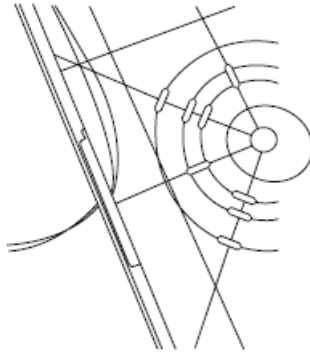
- Pop out top knockout. There are two slots. Feed lead wires through hole.
- Secure wires with wire guide

STEP 4

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

STEP 5

- Connect exit sign lead wires to AC input leads in junction box (not included) & cap off unused wires with wire nuts.
- 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
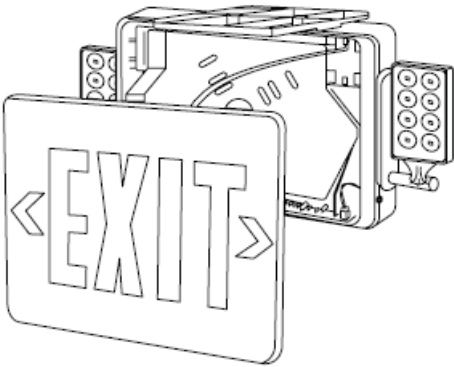
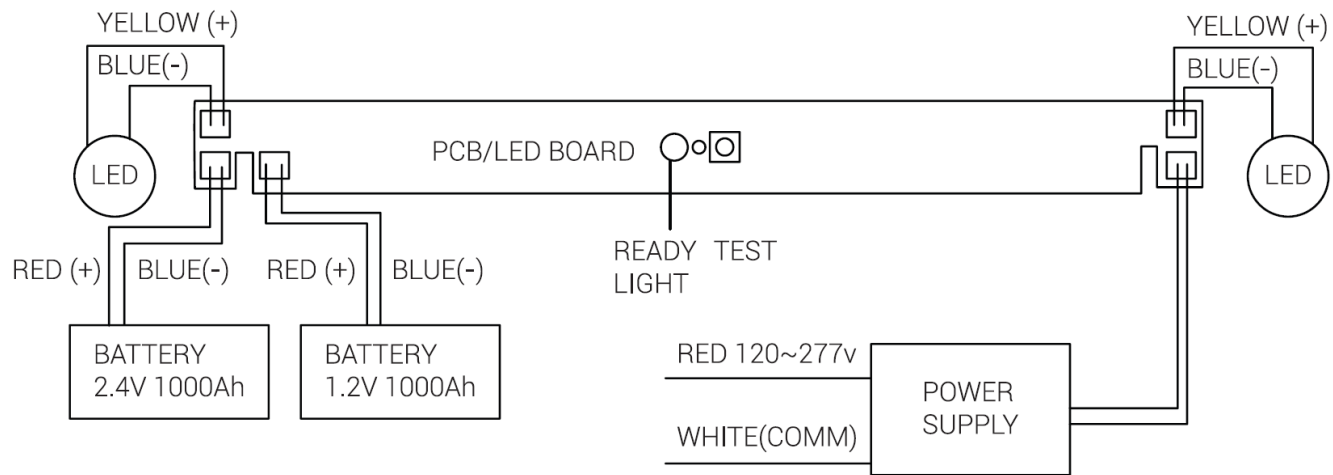- Reattach faceplate. Ensure all four corners have snapped together properly. Knock out direction arrow(s), as appropriate for your light fixture location.
- Turn on power. Battery may need 24 hours to charge before light fixture is used for emergency purposes

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

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.

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

Our Los Angeles team of lighting experts is here to assist you with all your needs! Contact us at:
Email: support@sunco.com

Documents / Resources

Sunco EX_2H-RED 2 Head LED Exit Sign [pdf] User Manual
EX_2H-RED, EX_2H-RED 2 Head LED Exit Sign, 2 Head LED Exit Sign, LED Exit Sign, Exit Sign, Sign

References

- **P65Warnings.ca.gov**
- **User Manual**