

Artificial Tree Troubleshooting



String Light Construction

There are three types of strings of lights: traditional, permalite and combination.

- **Traditional-style string lights** will turn off if one bulb burns out.
- **Permalite-style string lights** stay lit even if one bulb is loose, burnt out or broken. If there is a power surge the full string can be overloaded, unable to be used again.
- **Combination-style string lights** are on Golden Acre trees. When one light burns out, the rest of the string stays lit. If there is a power surge, it usually just burns out the bulbs which can be replaced.

Tip! Replace burnt out bulbs right away. This reduces the amount of strings to replace over time.

Troubleshoot String Lights (INSTRUCTIONS)

If a plugged-in string remains off, there could be a large portion of bulbs burnt out, faulty connection or loose bulb. About 25% of the time when you set up your tree you will find a string out due to a loose bulb.

1. Find the plug for the string that is out and plug it directly into the wall (use extension cord if needed).
2. Then “leapfrog the bulbs” to find the problem bulb(s) or socket(s).

How to “leapfrog the bulbs”

- Select a replacement “working bulb” that you know lights up.
- Start at the plug, mark the first bulb socket.
- Replace the first bulb with the “working bulb.”
- Inspect the bulb you pulled out for burn marks, broken filament, or crooked wires.
- Look inside the socket to make sure the metal contacts are not bent or broken.
- If they don’t have faults, use the inspected bulb to replace the next bulb.
- Repeat this process until you have found all faulty bulbs and/or sockets. (Replace all faulty bulbs.)
- If you find a faulty socket, **unplug the string of lights before attempting to readjust the contacts.** Or call Golden Acre customer service to speak with a tree expert to help troubleshoot.

If you have any questions, please call 403.274.4286, and one of our tree experts will assist you.

