

Products Affected:

CTI# 7030, 7035, & 7040 QolorStrip™ Wireless LED Strip and Charging Case

Overview:

Removing a sensor magnet from the charging case can prevent LED failure.

Details:

When a QolorStrip fixture is in a charging case the LEDs glow to help indicate charging is in progress. Maintaining this state while charging can lead to LED and driver IC failure. Removing the magnets from the charging case will prevent the LEDs from glowing without preventing the unit from charging. Charging status can still be observed from the LCD.

The magnet can be removed by prying with a small screwdriver.

