Reef Photon FAQ

Assembly, Installation and App instruction guide

https://www.youtube.com/watch?v=IEHTgq8U7GY&t=468s

Q What's the App called?

A Search for reef photon in the app store/google play store

Q My reef photon light turns off at the end of my settings and then some LEDs come back on again/My light never stays on the same settings

A The Reef Photon automatically calculates the time it will take to fade between each time point and will automatically fade from one setting to the next. If you want a 100% off over night – your first time point of the day and last time point of the day need to be 0% on all channels. Otherwise, the light will go off at your last point, and then very slowly start fade up over the coming hours, to the first time point – giving the impression that your light never turns off.

If you want a solid block of a setting and no ramping between time points you must make this setting at e.g 9.am then 9.59am then the next setting at 10am – the light will now stay on the same output from 9am to 9.59am then only fade from 9.59am to 10am instead of from 9am to 10am.

If the above doesn't fix this and leds come on randomly – there is an issue with the PCB/LED board and the light must be returned for service.

Q I've lost the pin number for connection

A 24897673

Q What size light do I need for my aquarium?

A Every setup is different, with different corals requiring different light levels. However most animals will adapt given time. In terms of the physical tank size we recommend one photon for every 50cm3 of aquarium. This will be suitable for hard corals.

Q What settings should I use?

A If you are unsure on what settings to use, we recommend that you use one of the default programmes and watch your aquarium to see how the coral/aquarium reacts. You may need less light or shorter day lengths or more depending on how your corals react. Adjust one parameter at the time and again watch to see how this change the tank. Your local retailer will be able to advise you more based on what animals you have in your tank. Don't forget that changes take time to show. Realistically you should set the light to make the tank look it's best to you. Ensuring there Is lots of white light during a period of the day for full photosynthesis and lots of blue too.

Q My light won't turn on

A Check mains power

Check cable connections

Check fuse in PSU mains plug

Check PSU is operational

Ensure Bluetooth is turned on, on your smart device then open the app to find the light.

If none of the above and the light cannot be found via app, return to retailer/TMC for service [Suspected control board/LED board issue/Possibly water ingress]

Q Cannot find the lights WIFI signal.

A The light doesn't connect over Wifi it connects via Bluetooth. Ensure Bluetooth is turned on, on your smart device then open the app.

Q Light doesn't appear in app.

A Ensure Bluetooth is turned on, on your smart device then open the app to find the light.

Check power as per 'my light won't turn on'

Q How do I get my lights to run on the same programme?

A When you first open the app – select each light you want to run on the same programme, you can rename them by pressing on the name and holding it – to help identify the lights for later. Once you have selected both lights, programme as normal. Ensuring you upload the settings.

Q My light won't turn off.

A Check the schedule to see the programmed end time.

If the above does not cure it – turn off, turn on again and try again.

If the above does not cure it – return to TMC for service [Suspected control board/LED board issue/Possibly water ingress]

Q My app reports a fan error.

A Turn app and light on/off again to clear the issue if it continues – this could be caused by a dirty or broken fan (user changeable part). Infrequently, the app may report this when first opening as it hasn't got an updated signal back from the light, or there was an interruption in the connection. If you change pages within the app, and back again it should clear.

Q My fan is noisy.

A Clean or replace fan. Regular maintenance is required to ensure the fan doesn't become noisy over factory levels.

Q My Fan doesn't work.

A Replace fan (consumable part – chargeable)

Q How do I programme the settings.

A Please see our overview video here: https://www.youtube.com/watch?v=IEHTgq8U7GY

Q I dropped my light in the tank, what do I do?

A Ensure the mains is turned off – remove, then flush with R.O water – then place in warm, dry place such as an airing cupboard to dry for a few days then send to TMC for service (chargeable repair). Water damage is not covered under warranty.

If water damaged TMC may be able to repair it for lower cost than a replacement.

Q My light has cut out or keeps turning on/off.

A Light is Overheating – installed in a hood? Do not install in a hood.

Fan is damaged or not working or clean – replace fan or clean. If this still doesn't work then the control pcb may be damaged and needs replacing. Send to TMC for service.

LEDs damaged – LED circuit board needs replacing. Could be water damage or other.

PSU damaged causing LEDS to flash

Q Might light gets brighter and dimmer in a sort of slow pulse.

A The light is modulating the output ever so slightly to keep the light from getting too warm. This is normal, and will also help to replicate natural variations in sunlight, Excessive dimming is not normal and is a sign that the light is struggling to cool itself. Fan needs cleaning or replacing. If this does not fix it – the light must be returned to TMC for service.