

Cabinet Lighting Troubleshooting Guide

Simple checks to try before contacting KCD Customer Care

If your cabinet lighting is not working as expected, start with the checks below. Many issues can be traced to power, loose connections, or control settings. If you are unsure about any step, stop and contact your installer or KCD for assistance.

Start Here: 4 Quick Checks

1. Confirm the power supply is plugged into a working outlet and that the outlet has power.
2. Check that accessible cords and connectors are fully seated and securely connected.
3. If your system has a dimmer, increase the brightness to make sure it is not set to its lowest level.
4. Check that the total connected lighting load does not exceed the rating printed on your specific power supply.

Safety first: Disconnect power before inspecting or reconnecting components. Do not open power supplies, modify electrical wiring, or work on hardwired connections. Contact a qualified electrician for hardwired or wall-switch issues.

Find Your Issue

Lights will not turn on

- Check the outlet and power supply for power.
- Confirm that all accessible plugs and connectors are fully connected.
- If using a wireless dimmer, check that its battery is installed correctly and any battery-protection tab has been removed.
- Try increasing the dimmer brightness.
- If your installation includes user-connected positive (+) and negative (–) wires, ask your installer to verify the polarity. Reversed polarity can prevent lights from turning on.

Lights flicker or turn on and off

- Disconnect power, then inspect accessible connectors for a loose fit. Reconnect securely.
- Check the power supply label and verify that the total wattage of the connected lights is within its rated capacity.
- If flickering occurs with a wall dimmer or hardwired setup, have a qualified electrician confirm that the dimmer is LED-compatible and that its rated load is not exceeded.
- Note whether flickering happens when another appliance is running or after a recent power event. Share this information with KCD if the problem continues.

Wireless dimmer does not respond

- Make sure the lighting system has power and the dimmer is not set to its lowest level.
- Check the dimmer battery and remove any battery-protection tab.
- Confirm that your dimmer and receiver are compatible and follow the pairing instructions for your specific controller model.
- If your setup uses multiple wireless receivers, avoid placing them tightly together, which may interfere with reception.

FreeDIM systems only: The vendor instructions describe resetting the receiver by holding its learning key for 10 seconds until the lights blink three times, pressing and releasing the learning key once, then pressing and releasing the switch power button once. The lights should blink once when paired. Use this sequence only if your product is identified as FreeDIM; do not apply it to PowerSync controls.

Some lights are dimmer than others

- Check that all connectors are securely seated.
- Review the installation instructions for your specific system to confirm the allowable cable lengths and distances from the power supply.
- If lights are connected at different distances or through extensions, note which fixtures are affected and share that information with KCD.

Puck lights have the wrong color temperature or do not work after wires were shortened

- Check the label on each puck light to confirm its listed Kelvin (color temperature).
- For the vendor's DM OptiPockit puck lights, use 3 watts per puck when calculating the connected load.
- If the wires were shortened or modified, stop troubleshooting and have the installer verify polarity and connections.

A Few Other Things to Check

- If multiple power supplies are installed, ensure they are not crowded into a tight enclosed space where heat can build up.
- If you use a plug-in surge protector, confirm it is in good condition and appropriately rated.
- If only one light is affected, make a note of that fixture and its location. If an entire group is affected, note which power supply or controller serves that group.
- Keep any packaging, product labels, and installation diagrams available; they can help identify the correct components.

Still Need Help? Contact KCD

If these checks do not resolve the issue, please contact KCD Customer Care. Having the following information ready will help our team troubleshoot more efficiently:

- Your KCD order number (if available) and contact information
- The lighting product name or SKU and power supply rating (photo of the label is helpful)
- A short description of the issue and when it occurs
- Photos of the affected lights, accessible connections, power supply, and controller
- Whether the system is plug-in or hardwired, and whether a wall dimmer is involved
- The steps you have already tried

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For hardwired electrical concerns, damaged wiring, unusual heat, or signs of burning, turn off power and contact a qualified electrician before further use.