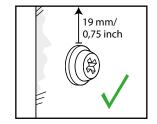
Resolving problems

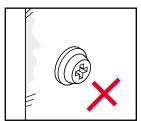


A correct installation of the picture rail

Please note: This applies to all our picture hanging systems.

Mount the recommended number of rail clips per meter straight into the wall and at a correct distance from the ceiling. We recommend using the supplied drilling template. Most of our picture hanging systems are not connected to the ceiling, so avoid trying to mount it in such a way. For a picture rail that's connected to the ceiling, it is best to choose the STAS multirail max or the STAS cliprail max (without picture lighting). The gap between our other picture hanging systems and the ceiling can be sealed with an acrylate kit.

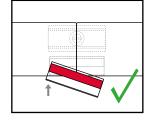




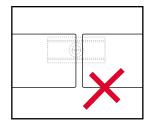
Fix connection problems

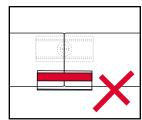
Rail conductor

For a good connection, the picture rail and the rail conductor must be mounted correctly. Always mount 2 separate pieces of picture rail flat against each other. The rail conductor must disappear completely into the rail in order to make a good connection. To place the rail conductor easily and properly, you must first push the conductor diagonally into the rail, turn it straight, and then push it straight up into the rail until the rail conductor completely disappears into the rail.



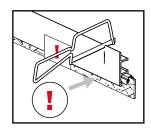


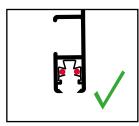


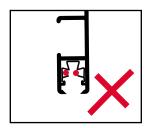


Voltage conduction

Please note: Always use the supplied piece of wood in the rail when shortening and assembling the picture rail. This piece of wood ensures that the voltage conductor remains in place. After mounting, check whether the copper voltage conductor is still secured in the plastic housing to prevent a short circuit. The picture rail is properly connected when both the lamp and the indicator light of the adapter light up.







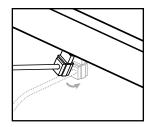
STAS multirail & STAS Wi-Fi smart LED

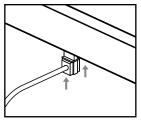
Resolving problems

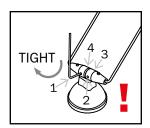


Proper installation and adjustment of fixtures

When mounting a fixture, make sure that the plastic housing does not come loose or break off. For correct mounting, first place the fixture at an angle in the rail and then straight up. Don't forget to tighten all the Allen screws of the fixture.



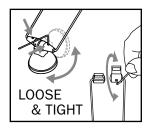




Please note: Insufficiently tightened Allen screws can cause a defective lamp or a short circuit.

The Allen screws must first be loosened before you adjust a fixture. If you try to adjust the fixture without loosening the screws, there is a chance that the lamp base will break off. After adjusting the fixture, the Allen screws must be tightened properly again.

Before mounting the lamp on the fixture, check whether the wattage of the lamp (and the number of lamps) is compatible with the power of the adapter. Too high a wattage or too many lamps can overload the adapter.



Please note the following:

		Led 3,5 W	Led 4 W	Led 5 W
VT20500	Adapter 18 W	4	3	2
VT20036	Adapter 36 W	8	7	6
VT20084	Adapter 84 W	20	17	14
Maximum number of meters of rail per adapter		16	16	16

Did you check everything? Turn the power back on. The picture rail is not properly connected until both the lamp and the control lamp of the adapter light up.

Fix connection problems with the STAS Wi-Fi smart-led

Have a look at our detailed manual or watch the installation video to connect the smart lighting to your smartphone/iPad and the STAS multirail.

Please take this into account during installation:

- The STAS Wi-Fi smart-led only works on 2.4Ghz, not on 5.8Ghz. Check if your router is compatible with both frequencies.
- Do you use Wi-fi amplifiers? Check whether the app and the STAS Wi-Fi smart-led are installed on the same network.
- It is very important to place the fixtures, in combination with the STAS Wi-Fi smart LED, one by one in the STAS multirail and to install them by means of the app.

Solve error I18N@requirementMissing

This error can arise when all lamps are installed in the app and you want to create groups.

Solution: Uninstall and reinstall the app. Then log into your existing account with your email address (enter this at "account number") and your password that you created earlier. The installed lamps are now automatically loaded into the app and you can create groups without any problems.





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