

Owner's Quick Start Guide

Welcome to Forever Lights. This guide covers what was installed on your home, how to control it, the settings worth doing on night one, and what to do if something looks wrong. Keep it with your invoice.

YOUR SYSTEM

Installation date

Invoice number

Controller location / outlet

Wi-Fi network name

At a glance

- Your system has four parts: the aluminum track with sealed LED points, a low-voltage power supply, a Wi-Fi controller, and the app on your phone.
- Nothing on the roofline ever needs to be touched. Every change happens in the app or from the controller's power switch.
- Set a dusk-to-dawn schedule on night one and the lights will look after themselves all year.
- Keep the outlet the system is plugged into free. Unplugging it to run a leaf blower is the single most common reason lights 'stop working'.
- Your installation date is your warranty start date. Keep your invoice; it is all we need for any service call.

What was installed on your home

During your installation our crew mounted a slim aluminum channel along the soffit, fascia or roofline you agreed on at the site visit. Inside that channel sit the individually addressable LED points, spaced evenly and angled to throw an even line of light down the face of your home. The channel is colour-matched to your trim, which is why you barely see it in daylight.

The track is wired back to two small boxes, usually mounted in the garage, on a sheltered exterior wall or in the soffit near your outlet: a low-voltage power supply (the transformer) and the Wi-Fi controller. The power supply plugs into a standard GFCI-protected outdoor or garage receptacle. No permit was needed because nothing was hard-wired into your panel.

Part	Where it is	What it does
LED track	Along the soffit / roofline	Holds the sealed LED points. Rated IP68 and to -40°C. Never needs maintenance.
LED points	Inside the track, every few inches	Individually addressable RGB or RGBW diodes. Each draws about 0.3 W.



Power supply	Garage or sheltered wall, near the outlet	Converts household power to safe low voltage for the track.
Wi-Fi controller	Beside the power supply	Talks to your phone over Wi-Fi and tells every point what colour to be.
App	Your phone or tablet	Colours, scenes, brightness, effects and schedules. Works from anywhere with internet.

Your handover: what the installer set up for you

Before we leave, the crew lead walks you through the system. If any of the items below were skipped, or you have since changed phones, call us and we will finish the setup remotely.

- The controller is connected to your home Wi-Fi and shows as online in the app.
- The app is installed on at least one phone and the controller is paired to it.
- Every zone (front, garage, peaks, back) lights up and is named sensibly.
- A warm-white everyday scene and at least one holiday scene are saved.
- You know where the power supply is plugged in and which breaker feeds that outlet.

Three things to do on night one

- 1 Pick your everyday look**
Most owners choose a soft warm white (around 2700K to 3000K) at 40 to 60% brightness for every night. Save it as a scene so it is one tap away.
- 2 Set a dusk-to-dawn schedule**
In the schedule section choose your everyday scene, turn on at sunset and off at a fixed time such as 11:30 PM (or at sunrise). The app tracks London's sunset time automatically, so you never touch it again.
- 3 Share access with the household**
Add a second phone so a partner or the kids can change the display. Access lives in the app, so nobody needs to know the Wi-Fi password to switch to Halloween orange.

Save the everyday scene first, then the schedule. A schedule points at a saved scene, so if you later edit that scene the schedule updates with it.

Power, breakers and the outlet



The whole system draws less than most kitchen appliances. A typical two-storey home in warm white uses about the same electricity as three or four LED bulbs. You can leave it on all night, every night, for a few dollars a month.

Because the power supply plugs into an ordinary outlet, it is easy to unplug by accident. If the lights ever go completely dark, check the plug and the GFCI reset button before you do anything else. GFCI outlets trip during storms and after power outages more often than people expect.

Who to call

For anything that is not answered in the app or in our troubleshooting guide, call the office at (519) 914-3404 or send us a message through the contact form on our website. Most questions are answered on the phone; many app and controller issues can be fixed remotely. Your installation date is your warranty start date, and your invoice is all we need to look up your system.

Frequently asked

Do I need to take the lights down or cover them in winter?

No. The track and LED points are sealed to IP68 and rated to -40°C. Snow, ice and freezing rain are all normal operating conditions. Nothing needs to come down, ever.

Can I paint my soffit or fascia later?

Yes. The track can be masked and painted with the trim, or removed and re-hung by our crew. Call us before the painter starts and we will advise on the best approach for your home.

What happens if I change my Wi-Fi network or password?

The controller will show as offline in the app. Re-pair it to the new network following the steps in our troubleshooting guide, or call us and we will walk you through it in a few minutes.

Does the system work without internet?

Yes. Saved schedules keep running on the controller even if your internet is down. You just cannot make changes from the app until the connection is back.



Using the app

How the app is organised, the difference between a colour, a scene and a schedule, and the handful of settings that make the system truly hands-off.

Exact screen names vary a little between app versions, and your installer will have shown you the app that matches your controller. The ideas below are the same in every version: you pick colours, save them as scenes, and let schedules run those scenes automatically.

Colours and brightness

Open your controller in the app and you will see a colour picker. Drag around the wheel for any of 16 million colours, or tap a preset. For white light, use the white or colour-temperature control rather than mixing colours: warm white around 2700K is the classic architectural look, 4000K is a cleaner modern white, and 6500K is a crisp daylight white that reads slightly blue at night.

Brightness is a separate slider. Full brightness is impressive but most homes look best somewhere between 40 and 70%. Lower brightness also keeps light out of bedroom windows and is kinder to neighbours.

Scenes: save it once, use it forever

Once a look is right, save it as a scene. Give it a name you will recognise in December ("Christmas red and green", "Everyday warm white"). A scene stores the colours, the effect if any, the brightness and which zones are involved. Switching your whole house between scenes is a single tap.

- Everyday: warm white, 50% brightness, all zones.
- Christmas: alternating red and warm white, slow twinkle, all zones.
- Halloween: orange and purple chase, front zones only.
- Canada Day: red and white, static, all zones.
- Game night: your team colours, front zones, 100% brightness.

Effects and patterns

Because every LED point is individually addressable, the app can run patterns: alternating colours, chases, fades, twinkles and gradients. Two settings matter for a tasteful result. First, speed: slow effects look premium, fast ones look like a fairground. Second, spacing: an alternating pattern that repeats every two or three points reads well from the street, while every point a different colour turns to mush at a distance.

For year-round use keep effects for the holidays. A static warm white or a single colour is what makes the house look architecturally lit rather than decorated.



Schedules and dusk-to-dawn

Schedules are what make the system hands-off. A schedule pairs a scene with a start and end time. Start times can be a clock time or sunset with an offset (for example sunset minus 15 minutes); end times can be a clock time or sunrise. Because sunset in London, Ontario moves from about 4:45 PM in December to almost 9:00 PM in June, always use the sunset option for the start.

1 Everyday schedule

Scene: Everyday warm white. Start: sunset. End: 11:30 PM (or sunrise if you prefer security lighting all night). Repeat: every day.

2 Holiday override

Add a second schedule for Christmas red and green from December 1 to January 6. When two schedules overlap, the app follows the more specific (dated) one. Delete or disable it in January and the everyday schedule takes over again.

3 Pre-load the year

Create dated schedules for Valentine's, St. Patrick's, Canada Day and Halloween once. They will recur every year without you remembering them.

Zones

If your home has more than one run of track, or a detached garage tie-in, your installer will have set up zones: separate sections you can control independently. Zones let you light the front peaks in colour while the back stays warm white, or turn the garage off for a party in the driveway. Scenes remember which zones they include, so a "front only" scene is easy to build.

Sharing access

Invite family members from the sharing or members section of the app. Each person installs the app and signs in with their own account; they never need your Wi-Fi password. If you sell your home, remove your account and the new owner pairs their own phone, or call us and we will reset the controller for them.

Firmware and app updates

Occasionally the app will offer a controller firmware update. Run it in the evening when you are home; the lights may go dark for a minute or two while it installs. Keep the phone app updated from the App Store or Google Play as normal.

Voice assistants

Many controllers can be linked to Amazon Alexa or Google Home so you can say "turn on the roofline lights". Support depends on the controller model installed on your home; ask us at your handover or call the office and we will confirm what yours supports and help you link it.



Frequently asked

The app asks for a location permission. Why?

Sunset and sunrise schedules need your approximate location to calculate the right times. You can also type in your city instead if you prefer not to share device location.

Can I control the lights when I am away from home?

Yes. As long as your home Wi-Fi and internet are up, the app works from anywhere in the world over mobile data.

Why do my colours look different from the app preview?

Phone screens and LEDs render colour differently, and light bouncing off a coloured wall shifts the tone. Adjust by eye from the street at night and save the scene once it looks right.

Can I dim to almost nothing for a bedroom side?

Yes. Create a zone for that side and give it its own brightness inside the scene, or schedule it to turn off earlier than the front.



Quick troubleshooting

- Whole system dark: check the plug, then the GFCI reset button, then the breaker. Storms and outages trip GFCIs constantly.
- One section dark or the wrong colour: note exactly where it starts and call us. That is a connector or a single point and is covered under warranty.
- Controller offline in the app: power-cycle the controller, then re-pair it if you changed your Wi-Fi network or password.
- Never climb up to the track to investigate. Anything at roofline height is our job and is included in your warranty service.
- Have your installation date or invoice handy when you call and we can pull up your system straight away.

What you see	Most likely cause	What to do
Entire system dark, app says controller offline	No power at the outlet (unplugged, GFCI tripped, breaker off) or router down	Plug / GFCI reset / breaker. Restart your router. Wait two minutes for the controller to reconnect.
Entire system dark, app says controller online	A scene set to off, 0% brightness or a schedule that ended	Tap a saved scene or set a colour manually. Check schedules for an 'off' window.
Lights come on but one run or section stays dark	A connector between track sections, or a failed point breaking the chain	Warranty repair. Note where the dark section starts and call us; no need to climb up.
One or two individual points out	A single failed LED point	Cosmetic and covered. We batch these with your next service visit or fix sooner on request.
Colours look wrong or mismatched along the run	A section reading data out of order, or an RGB/RGBW mismatch after a repair	Power-cycle the controller first. If it persists, call us; this is a quick fix on site.
Lights flicker or dim at the far end	Voltage drop from a power feed issue or a loose low-voltage connection	Power-cycle. If it continues, call us; we check the power injection points.
App cannot find the controller after a new router or password	The controller is still trying to join the old network	Re-pair the controller to the new network (steps below).
Schedule stopped running	Controller lost its clock after a long outage, or the schedule's date range ended	Open the app while on home Wi-Fi so the controller re-syncs its time; re-check schedule dates.



Lights on at the wrong time

Time zone or location not set, or daylight saving change

Confirm the app location is London, Ontario (or your town) and time zone is Eastern.

Re-pairing the controller after a Wi-Fi change

1 Power-cycle the controller

Unplug the power supply for 15 seconds and plug it back in. Wait for the controller's status light to settle.

2 Start pairing in the app

In the app choose add device or re-connect, and follow the prompts. If asked, hold the controller's button until the status light blinks to enter pairing mode.

3 Enter the new Wi-Fi details

Select your new network and type the password carefully. The controller joins within a minute and the app shows it online.

4 Check your scenes and schedules

They are stored on the controller and should be intact. Run one scene to confirm every zone responds.

Support: (519) 914-3404 · Monday–Friday, 8:00 AM–5:00 PM · contact form at foreverlights.ca.
Phone and remote app support is free for the life of your system.































