



CORNERSTONE  
LANDSCAPE GROUP

[www.CORNERSTONE-LANDSCAPE.com](http://www.CORNERSTONE-LANDSCAPE.com)

holiday lighting info

## WELCOME!

We at Brite Ideas Decorating are excited to have completed your holiday lighting installation! Our hope is that you will find great satisfaction and joy added to your Holiday Season with your attractive and trouble-free system. And, we are just a phone call away if you need any help, any time.  
*(see back of this page for contact information)*

## NEXT STEPS - TURNING ON YOUR LIGHTS

If your display was installed prior to Thanksgiving, we will not have plugged in timer(s) unless you requested this prior to installation. So, when you are ready to have the lights come on, simply plug in the pre-programmed timer(s) (or in certain cases, the timer is plugged in, but the cords are not plugged into the bottom of the timer). Your lights will be ready to come on automatically at the preset times. If your installation has taken place after Thanksgiving, your timer(s) are already plugged in and the system should come on the first evening.

## HELP! MY LIGHTS ARE NOT COMING ON

If you plug in the timer and the lights don't come on (or if the lights have worked in the past, but are now not coming on):

### **Are you plugging in the timer during its programmed hours of operation (normally between 5:00pm and midnight)?**

If you are outside the programmed time, you will need to either adjust the timer program, or bypass the timer by removing the cord(s) that are going into the timer and plug them directly into the outlet. We recommend the second option, as the timers can be tricky to reprogram. If you want to reprogram the timer and have questions, call us and we can walk you through the programming steps.

### **Is the display showing on the timer, and is the time correct?**

Lift the plastic door on the timer. If the display is blank, or the time incorrect, the timer is malfunctioning. Please place a service call with us. You can "bypass" the timer in the interim. **You can "bypass" the timer by unplugging the cord(s) that are going into the timer and plugging them directly into the outlet.** Your lights won't go on and off automatically, but at least they will work until we can come out to reprogram or replace your timer.

### **Is the outlet "powered"?**

Plug something else into the outlet. If it the outlet works, then there might be some type of issue with the timer. Please place a service call with us.

*If the outlet is NOT "powered", proceed to the next step on back of this page.*

VISIT [BRITEIDEASFW.com](http://BRITEIDEASFW.com) ANYTIME FOR ADDITIONAL INFORMATION



## HELP! MY LIGHTS ARE NOT COMING ON *(continued from front page)*

### **Is there a GFI outlet that needs reset?**

Sometimes, for various reasons, a GFI outlet will "trip" and need to be reset.

A GFI outlet is the type of electric receptacle that has two buttons on the face in-between the two outlets (one says "RESET" and the other says "TEST"). If the GFI is tripped, you will need to press the "RESET" button.

The GFI is not always on the outlet in which the timer is plugged. Many newer homes have all the exterior outlets on one circuit, and the GFI could be on a different outlet outside, or even sometimes on an outlet in the garage. One "tripped" GFI outlet on a circuit can make all the outlets go out.

If you find and reset the GFI and it immediately trips again, or stays on for a short while and then trips, then place a service call with us.

### **Is there a circuit breaker tripped?**

Check your breaker box to see if the exterior outlet circuit has tripped.

If you reset your circuit breaker and it immediately trips again, then place a service call with us.

### **If you plug in the timer and a large section of the display does not light up:**

There may be more than one timer. Check all around the exterior of the house for the second timer. If you can't find a second timer, place a service call with us.

Also, you might check to see if any cords near the timer or along the ground appear unplugged. Sometimes a pet or child can accidentally unplug a cord when running or playing in the vicinity.

## MY LIGHTS ARE ON, BUT I WANT THEM OFF

Simply unplug the timer(s). If you have a digital timer, a battery runs the "clock" on the timer, so you won't disturb the program by doing this. Also, after the holidays and before we do the Take Down, this is what to do if you don't want the lights coming on anymore.

## SERVICE CALLS - HOW TO CONTACT US

**To place a service call during our business hours** (8:30am to 4:30pm Monday - Thursday):  
Call our office at 260.425.9933

### **To place a service after business hours:**

Call our office at 260.425.9933 and leave a voice mail (we check these regularly after business hours)

### **If you have an emergency, or a special party/occasion, and need immediate service:**

Call 260.416.9279 anytime 24 hours a day. Someone is always "on-call" to help you. Leave a voice message if you don't get an answer. Someone will return your call within 15-30 minutes.

### **Our Service Guarantee:**

We stand behind our product and installations 100%, and we are here to help. If you call before noon any day, we will generally do the repair that same day. Otherwise, we will be out the next day. In an "emergency" situation, we will make every attempt to do the repair within hours.