



HOLISTIC

PRODUCT INSTALLATION AND OPERATION MANUAL

2025

HOLISTIC

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IMPORTANT INFORMATION

Safety Precautions and Maintenance

FOR OPTIMUM PERFORMANCE, PLEASE NOTE THE FOLLOWING WHEN SETTING UP AND USING THE LED DISPLAY SYSTEM:

About the Symbols

To ensure safe and proper use of the product, this manual uses a number of symbols to prevent injury to you and others as well as damage to property. The symbols and their meanings are described below. Be sure to understand them thoroughly before reading this manual.



WARNING

Failing to heed this symbol and handling the product incorrectly could result in accidents leading to major injury or death.



CAUTION

Failing to heed this symbol and handling the product incorrectly could result in personal injury or damage to surrounding property.

Examples of symbols



Indicates a warning or caution. This symbol indicates you should be careful of electric shocks.















Indicates a warning or caution. This symbol indicates you should be careful of electric shocks.



Indicates a warning or caution. This symbol indicates you should be careful of electric shocks.

Be sure to read the following before using the product to use it correctly and safely.





WARNING

-  **Do not apply vibrations or shocks to the product.**
-  **Do not install the product to unstable locations or locations subject to vibrations.**
-  **Always ask a technician to perform the installation.**
-  **Do not connect the cables with wet hands. Otherwise, it may cause an injury or an electrical shock**
-  **Do not repair or modify the product yourself. Otherwise, it may cause an injury, a fire or an electrical shock.**
-  **In case of thunder, do not touch the power cord. Otherwise, it may cause an electrical shock.**
-  **Connect the product to the correct voltage. If the product is connected to a voltage other than the specified voltage, it may lead to a fire or an electrical shock.**
-  **In case of a malfunction (nothing is displayed on the screen, etc.) or if smoke, abnormal heat, or a strange sound or odor is generated, turn the power off and immediately ask a technician or your retailer for repair.**
-  **Make sure there are enough people available to ensure safety (at least two people) when installing or moving the product. Otherwise, it may lead to an injury.**
-  **Be sure to ground the product. If the product is not grounded, there is a risk of electrical shock in case a malfunction occurs.**
-  **In case foreign matter has entered into the product, immediately disconnect the power supply and stop using the product.**
-  **After the installation, if a problem such as loose screws occurs, immediately ask a technician or your retailer for repair.**

Be sure to read the following before using the product to use it correctly and safely.












WARNING

-  **Do not put objects into the product. Otherwise, it may cause a fire or an electrical shock.**
-  **In case the product is in contact with water or another liquid, immediately disconnect the power supply and stop using the product. If you continue using the product in that state, it may lead to a malfunction, a fire, or an electrical shock.**
-  **When using the power connector (WAGO), do not use it outdoors or in a humid environment. Otherwise, it may cause a fire or an electrical shock.**
-  **Install the product so that the vents are not obstructed.**

Be sure to read the following before using the product to use it correctly and safely.







CAUTION

-  **When connecting the power cord to the product's AC IN terminal, make sure the connector is fully and firmly inserted.**
-  **Do not damage the power cord. Do not put heavy objects on it, place it near heaters, pull it with excessive strength, or apply a strong force on it while it is bent. A damaged power cord may cause a fire or an electrical shock.**
-  **Do not install the product in narrow places where heat tends to build up.**
-  **Do not use the product in an environment with low heat dissipation. Otherwise, it may cause a malfunction.**
-  **Do not use the product in a vehicle or any other means of transportation.**
-  **Do not place the product under direct sunlight or near heaters.**
-  **This product is designed to be used indoors. Do not use it outdoors. Otherwise, it may cause a malfunction.**
-  **The RJ-45 port of the product is for use with the product only. Do not connect it to a network. Connecting this port to a network that may receive over-voltage current may cause damage to the product or an electrical shock.**
-  **Do not use or store the product in the following places.**
 - Near heaters
 - Places with lots of humidity or dust, or places subject to oily smoke
 - Places where water or oil may splash
 - Places with lots of corrosive gases, such as near hot springs
 - Places where the product may freeze
 - Do not place the product on its side, face down, or upside down.
 - Places with lots of vibrations

Be sure to read the following before using the product to use it correctly and safely.



CAUTION

-  **If you will not be using the product for a long time, disconnect it from the power distributor for safety purposes.**
-  **Install the product in accordance with the local laws and regulations.**
-  **Disconnect the power supply when performing the maintenance.**
-  **Use ESD gloves when handling Pixel cards to prevent static electricity from the human body and contamination due to finger oils, perspiration salts, flaking skin, and/or other forms of human excretory secretions. The LED modules and their electrical components are sensitive to biological agents and exposure to such risks, degradation of materials, and performance. Eliminate any static electricity from your body before touching the Pixel cards by touching an aluminum sash, a doorknob, or some other metal object.**

Recommended Use & Maintenance



The surface of the pixel card is vulnerable to shocks, so do not press or hit the surface.



LED lamps are sensitive to static electricity and surge voltage, which may damage their components and decrease their reliability. Take measures against static electricity during the installation. Do not touch the LED display areas.



When you install the product or when you use it for the first time after leaving it unused for a long time, follow the instructions below. The LED lamps may absorb and hold moisture during the LED module installation or if not used for a long time. Therefore, in such cases, the brightness must be increased gradually during a break-in period before setting the normal brightness. If the LED lamps are lit with 100% brightness while moisture is retained, the temperature will rise very quickly and the water inside the lamps will evaporate and expand. This will cause the encapsulating resin to expand, which may lead to separation of the boundary surface inside the LED lamps. This separation can cause the LED lamps not to light up properly.

Lamp break-in

Configure the brightness setting as shown below with a video displayed on the LED module. After a break-in period of approximately 3 hours, the LED module can be used under normal conditions.

Time since start-up:

01 hour (just after start-up) | 2 hours | 3 hours

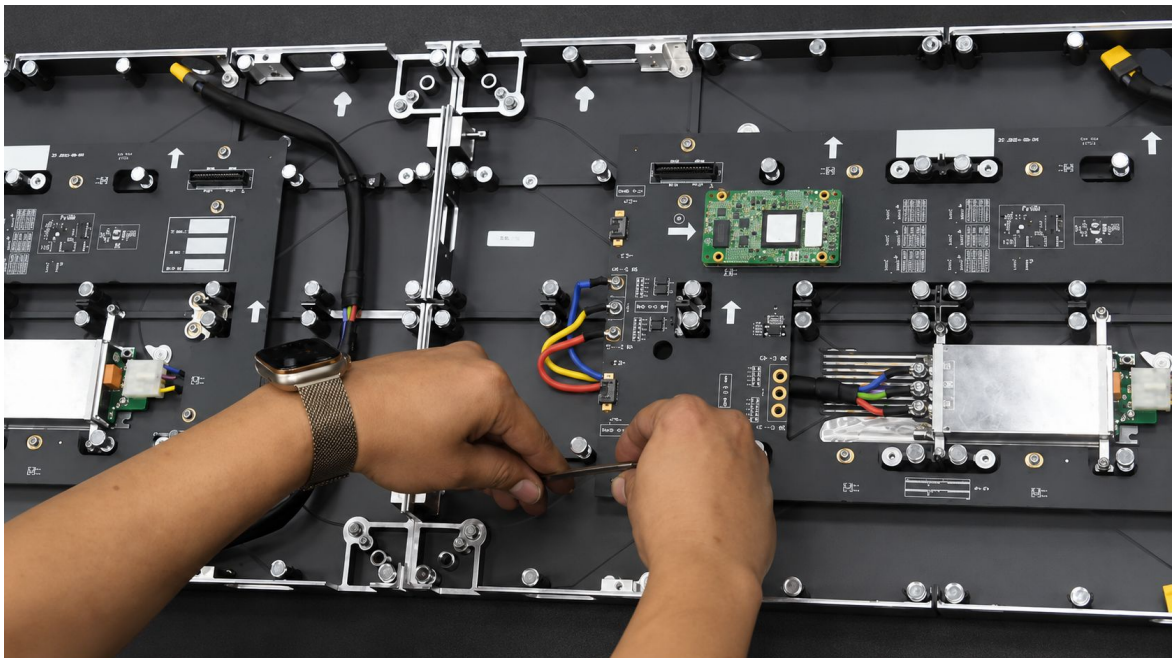


Display assembly steps

Installation Tools: Hexagonal Spanners / Screwdrivers

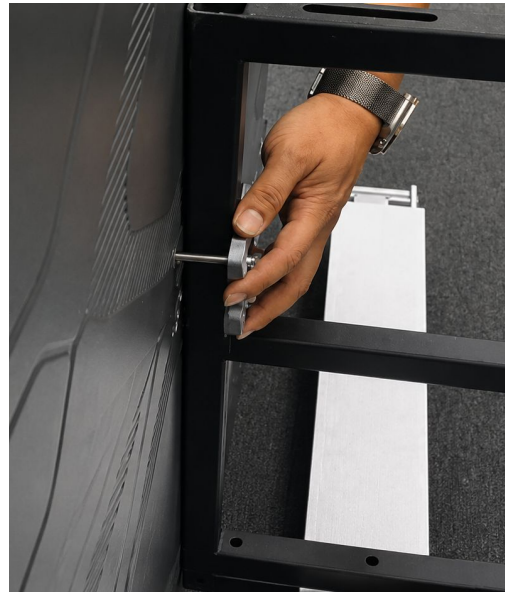


Fixing the cases

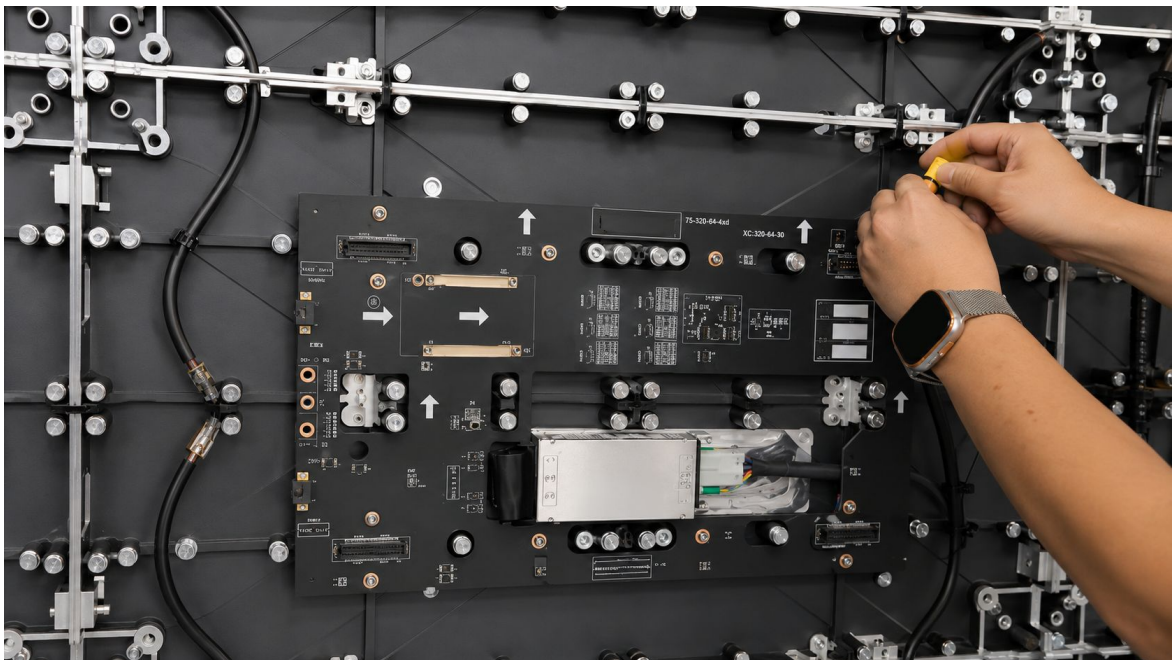


Display assembly steps

Fixing of the box to the connecting piece

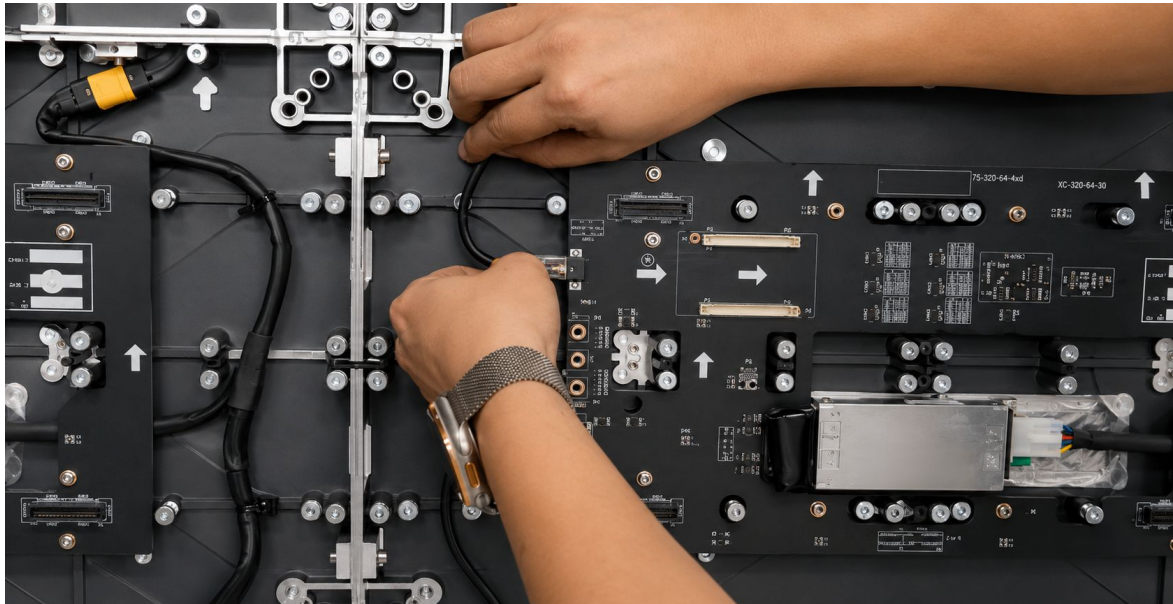


Connect the power cable and network cable



Display assembly steps

Connect the power cable and network cable



Assemble the module



Display Troubleshooting

When the display shows the problem shown below :

Abnormal modules:

Try to replace the modules.

Screen artifacts:

Try to resent the configuration file

Abnormal panel:

Try to replace the modules, replace sent card, replace hub board.

Abnormal panels:

Replace power.



Abnormal modules



Screen artifacts



String lights



Abnormal panel

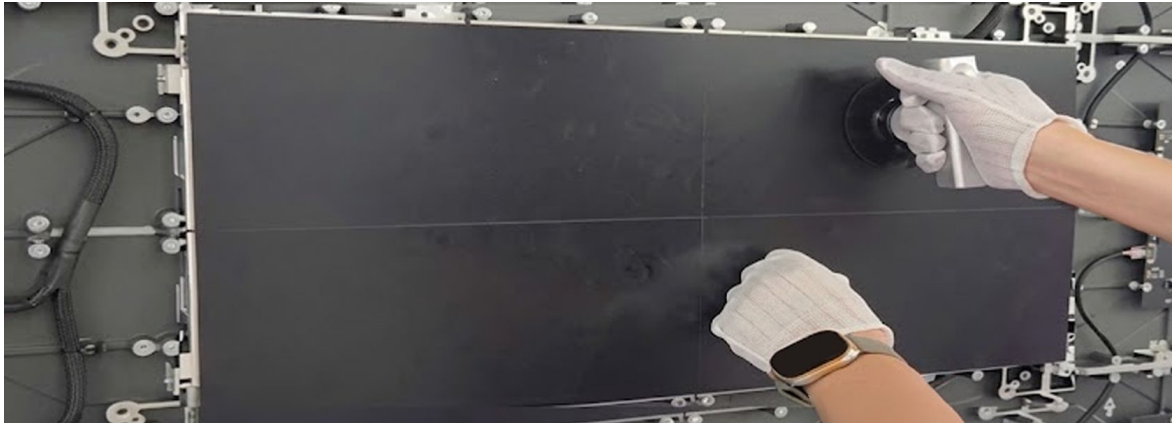


Abnormal panels

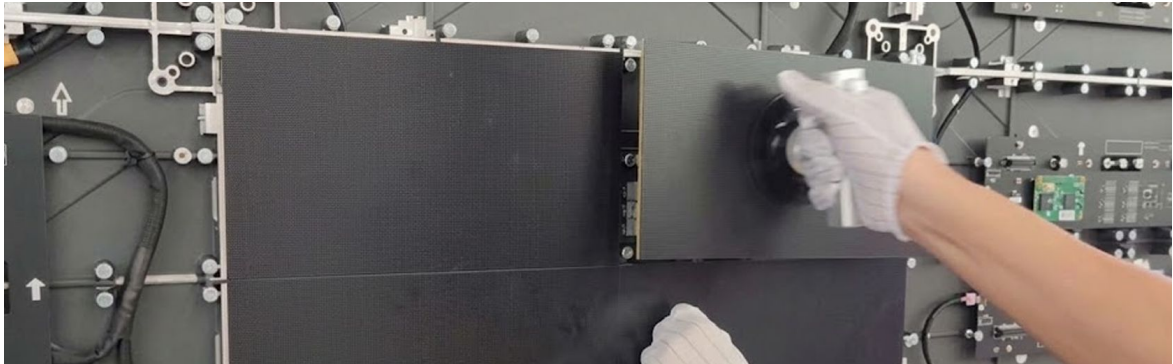
Hardware Troubleshootings

Remove abnormal modules and reinstall them

Place the tool on the surface of the fault modules



Gently pull outward to remove the modules directly



Replace the modules in order.



If reinstalling and testing does not resolve the issue, a replacement unit should be recommended.

Display maintenance

Maintenance items: Receiving card, HUB board and Power.

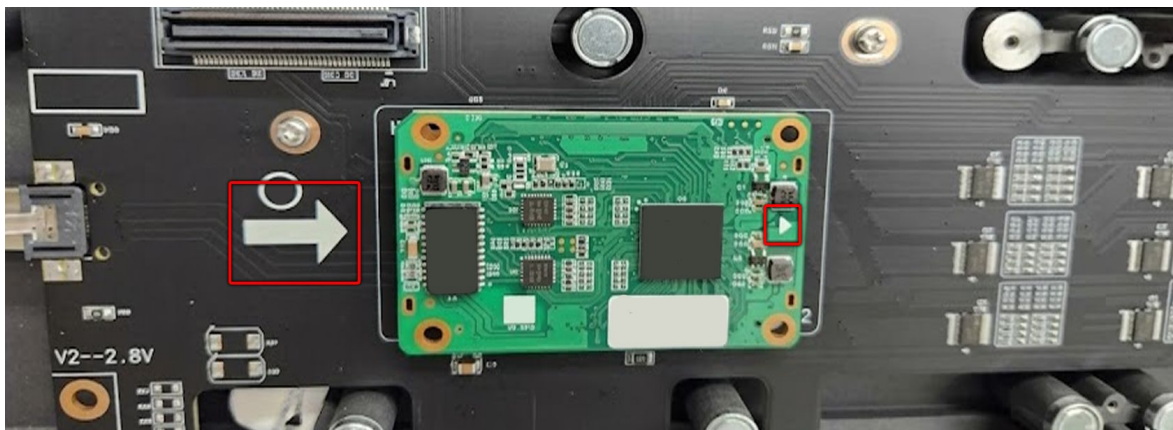
Receiving card maintenance



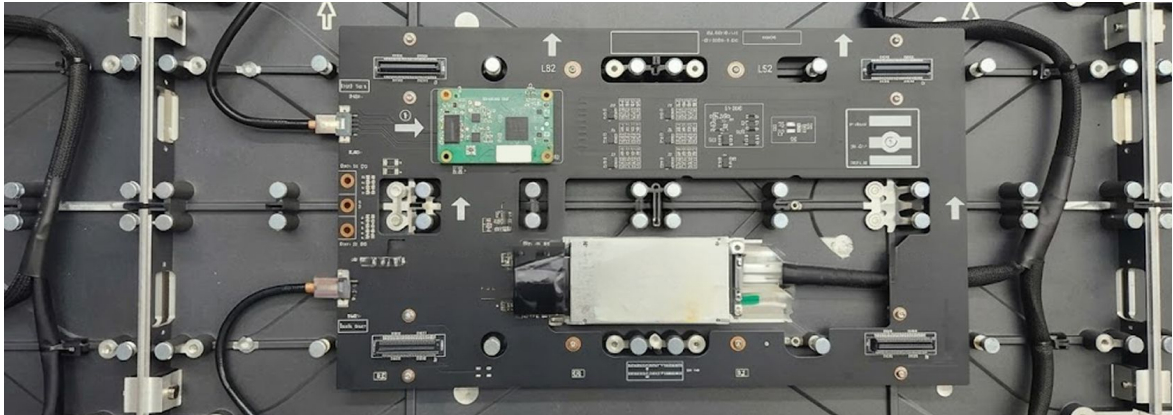
removed receiving card



Pay attention to the direction of receiving card when installing the receiving card



HUB board maintenance



Remove the current line



Remove the fixing screws of the HUB board



Install HUB board



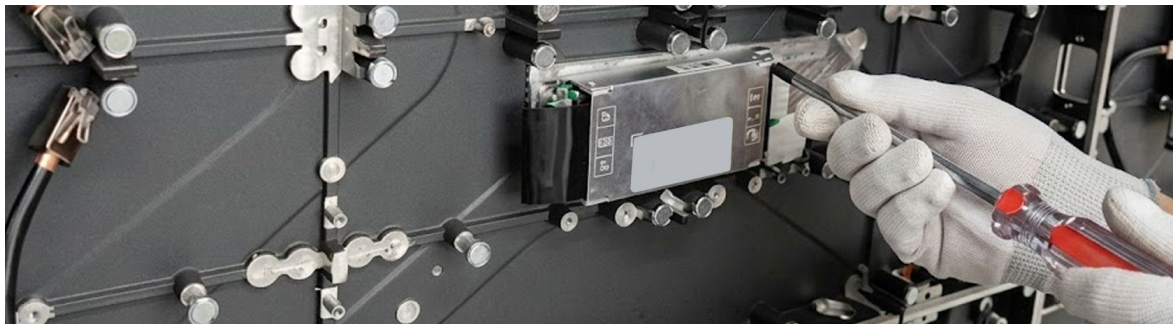
Power maintenance



Remove the power supply fixing screws.

Replace power.

Install the power supply, fix the screws



STATEMENT

Thank you for choosing Pensar LED product. This document is intended to help you understand and use the product. For accuracy and reliability, Pensar LED may make improvements and/or changes to this document at any time and without notice. If you experience any problems in use or have any suggestions, please contact us via the contact information given in this document. We will do our best to solve any issues, as well as evaluate and implement suggestions.

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