SALTCO
A HOLISTIC APPROACH TO WELLBEING

KNOW YOUR VOLTAGE

Understanding Our Cords & Globes

220–240v	12V	24V

A globe must ALWAYS match the voltage of the cord.
Mixing voltages is the #1 cause of failures.

✓ Check voltage printed on:

- Cord and transformer
- Globe metal base, and on globe box

If it's not marked, don't guess.

Common causes of issues

- Mixing old cords with new globes
- Using different brands
- Replacing globe without checking voltage
- Assuming "same fitting = same voltage"

Need help?

To troubleshoot safely, we require photos of the cord + transformer + globe together, showing the voltage markings.

Items that have been discarded can't be assessed.

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VOLTAGE COMPATIBILITY TABLE

Cord Voltage	Globe Voltage	Outcome
240V	**240V**	✅ Normal operation
240V	24V	❌ **Blows instantly**
240V	12V	❌ **Blows instantly**
24V	**24V**	✅ Normal operation
24V	12V	❌ **Blows instantly**
24V	240V	❌ Will not function
12V	**12V**	✅ Normal operation
12V	24V	❌ Will not function
12V	240V	❌ Will not function

🔺 Higher voltage cord → lower voltage globe → Blows instantly
🔻 Lower voltage cord → higher voltage globe → Will not function

✓ Matching voltage → Safe operation

Electrical Safety & Voltage Rating Notice
All electrical components must be operated strictly at their rated nominal voltage. Cords, transformers, and globes are not interchangeable between voltage classes. Application of an incorrect supply voltage may result in over-current conditions, thermal overload, and immediate component failure, or prevent operation entirely. Low-voltage systems (12V and 24V) must only be used with the correctly rated transformer intended for that system. Correct voltage matching of all components is required to ensure safe operation and compliance.

Installation, assessment, or modification of electrical components should be carried out by a qualified electrician where required. If voltage ratings are unclear or compatibility cannot be confirmed, the product must not be energised until verified by a suitably qualified person.

Applies to Saltco Australia branded electrical products only Technical Support: support@saltco.com.au | www.saltco.com.au