



2014 : TROUBLESHOOTING / PRE-AUDIT

- 1 MAKE SURE ALL WIRES ARE MAKING GOOD CONTACT BETWEEN LAMP AND BALLAST.
- 2 CHECK POWER SOURCE & VOLTAGE. CONFIRM GENERATOR VOLTAGE IS RATED FOR THE VOLTAGE BEING SUPPLIED TO FIXTURE. (480V AVAILABLE ON REQUEST)
- 3 CHECK ALL ELECTRICAL CONNECTIONS (NO LOOSE, FRAYED OR SHORTING WIRES).

CHECK LAMP FOR SIGNS OF CRACKS ANYWHERE, ESPECIALLY AROUND COILS. IF FOUND REQUEST REPLACEMENT VIA WARRANTY PROCEDURE. (MICRO FRACTURING CAN RARELY OCCUR IN SHIPPING THAT IS NOT APPARENT. IF SO THE FIXTURE WILL LIGHT BUT LOSE LIGHT OUTPUT WITHIN THE FIRST 30 DAYS)
- 4
- 5 A LIMIT OF 7 FIXTURES PER CIRCUIT IS RECOMMENDED TO ASSURE THAT CORRECT VOLTAGE GETS TO THE LAST FIXTURE IN THE LINE.
- 6 IF FIXTURES ARE CONNECTED TO AN EMERGENCY CIRCUIT, PLEASE CONSULT FACTORY TO ASSURE THAT IT IS COMPATIBLE WITH FIXTURES.
- 7 IF FIXTURES ARE CONNECTED TO TIMERS THEY MAY CAUSE HARMONIC DISTORTION ON THE LINE BETWEEN THE BALLAST AND TIMER. IF TIMERS ARE USED ON THE LINE CHECK WITH FACTORY.*
- 8 IF FIXTURE DOES NOT LIGHT, DISCONNECT POWER FROM THE FIXTURE COMPLETELY. RECONNECT OR BENCH TEST. IF FIXTURE LIGHTS AT BENCH OR RELIGHTS PROBLEM MAY BE RELATED TO #7 OR #8 ABOVE. CONTACT FACTORY FOR PROCEDURES. IF STILL NOT LIGHTING CONTACT FACTORY FOR REPLACEMENT INSTRUCTIONS. (REFER TO WARRANTY PROCEDURES)

- * Note we have recently experienced these issues (#7 or #8) and have instituted changes in our ballast design that will come effective 1st quarter 2012. If this problem appears in current installed projects contact factory for instructions and support to resolve issue.

