



TROUBLESHOOTING *101*

COMMON REASONS LAMPS OR FIXTURES SEEM TO MALFUNCTION.

1. The lamp or fixture is on a dimmer but the fixture is not dimmable.
2. The lamp or fixture was installed with a non-compatible dimmer.
3. The lamp was installed with a non-compatible ballast.
4. A bypass lamp is used, but the ballast was not removed.
5. A Plug & Go™ (ballast compatible) lamp is being used without a ballast.
6. The lamp or fixture is getting wet and they are not wet rated.
7. The lamp is used in a completely enclosed fixture but is open rated.
8. The incorrect voltage is being supplied to the lamp or fixture.

SPECIFIC ISSUE TO LOOK FOR:

LAMP TYPE:	Fluorescent and LED Linear Bi-Pin Tubes
ISSUE:	I installed a new fluorescent or LED tube and some of them aren't working.
RESULT:	The most common result of this malfunction is a poor connection between the lamp ends and socket. A secure connection is required in order for the lamps to function properly.
TROUBLESHOOTING TIP:	Remove the lamps and reinstall them ensuring a secure connection with the socket.
LAMP TYPE:	LED Fixtures
ISSUE:	LED Fixture was working, but it no longer lights.
RESULT:	The chances are very likely that the LED driver failed.
TROUBLESHOOTING TIP:	Replace the LED driver with a driver that is known to work properly. If the fixture functions properly, you know the driver was the result of the failed light.
LAMP TYPE:	LED Fixtures
ISSUE:	The fixture did not work upon installation.
RESULT:	This is more common than you might think. All LED lamps and fixtures are pre-tested prior to departing the factory. If the fixture does not work upon installation, it is most likely a loose connection between the driver & LED modules.
TROUBLESHOOTING TIP:	Open the fixture and double check all the connections and wire-nuts. If all the connections are good, replace the driver with a known working driver to see if that solves your problem.
LAMP TYPE:	LED Fixtures and Lamps
ISSUE:	LED fixtures worked but now some of them are blinking or flashing.
RESULT:	This is generally caused by a malfunctioning driver.
TROUBLESHOOTING TIP:	Replace the failing driver with a new driver.



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LAMP TYPE: LED Panels, LED Troffers, Snap & Go™ & other Indoor Fixtures
ISSUE: Part of the LED fixture has dark spots
RESULT: This is most often caused by poor soldering. The LED's may work initially, but the soldering is weak and over time, the soldered connection fails on some of the LED's.
TROUBLESHOOTING TIP: Replace the unit.

LAMP TYPE: LED Lamps
ISSUE: The LED bulb did not work upon installation.
RESULT: This is not very common. All LED lamps are pre-tested prior to departing the factory. If the lamp does not work upon installation, the failure is most likely caused by a damaged component during transportation.
TROUBLESHOOTING TIP: Replace the LED lamp with a new one.

LAMP TYPE: LED Lamps
ISSUE: The LED lamp worked for a few years but is no longer working.
RESULT: With any new technology, like LED's, there will be unknowns. Many LED lamps and fixtures designed to operate for up to 10 years. However, failure is possible. There are many variables that could cause the LED's to fail.
TROUBLESHOOTING TIP: Replace the failed LED lamp with a new one.

