

Emergency Troubleshooting Guide

EXITS/COMBOS with a battery:

1. Is the test light lit?
 - a. The test light indicates AC POWER is present.
 - b. If it's not lit then AC power is most likely issue;
 - c. next issue would be transformer or power supply
2. How long has it been installed?
 - a. Batteries are not charged when shipped – wait 24 hours for charge with constant AC power
3. What happens when you press the test button? Exterior lamps should illuminate
4. What happens when you turn off the Power? Exterior lamps should illuminate
5. Try swapping a “known” good battery or a “known” good board.
 - a. This will most often tell you if it's the board or the battery
6. Is the battery plugged into the board?
 - a. Try unplugging the battery and plugging it back in (some people get the transformer and battery confused –they will see the transformer plugged in and not check the battery)
7. Does this unit have SD (self-diagnostics)?
 - a. If yes, then it should be showing code (see instructions)

Other things to consider: If it has a transformer – is there voltage out of the transformer? No test light usually indicates NO AC power present at fixture, bad incoming connection or possibly bad transformer or bad board. If AC Power is verified then it's the PC Board that's not working.

Units - All have Battery:

1. Is the test light lit?
 - a. The test light indicates AC POWER is present.
 - b. If it's not lit then AC power is most likely issue;
 - c. next issue would be transformer or power supply board
2. How long has it been installed?
 - a. Batteries are not charged when shipped – wait 24 hours for charge with constant AC power
3. If it has a fuse – check the fuse.
4. If it has a transformer -- Is there voltage coming out of the transformer?
5. Does this unit have SD (self-diagnostics) -- If yes, then it should be showing code (see instruction sheet)

Inverters – AC Power Systems:

1. Must have Serial Number and description from inside the unit. How long has it been installed?
2. Did it EVER work properly?
3. Look at nomenclature to see if the customer purchased the “Factory Start-up” Option (this would mean that a factory rep visited/trained when they started the system)

If you need to call the factory, we will ask for the following information:

1. What is the fixture description or ci code?
2. What are the symptoms of the problematic fixture?
3. How long has the fixture been installed?
4. Did it ever work properly? Are there any fixtures working properly?
5. When did the issue start?
6. What is the incoming voltage?
7. How many fixtures on the circuit?
8. What is the ambient temperature?