



Downlighting Troubleshooting Guide

1. Is there insulation on the fixture? This can cause the fixture to cycle if it is not IC (Insulation Contact rated)
2. Is the fixture IC or non-IC? The label on the fixture will indicate if it is IC for use with insulation around the fixture. Non-IC fixtures should not have insulation within 3" of the fixture to have proper performance.
3. Confirm wattage of lamps match ballast listing
4. What Thermal Protector is installed?
 - a. Check markings on thermal protector to determine if it is for 120v or 277v.
5. Spray foam insulation is not to be used on downlighting fixtures

Downlighting or Fluorescent w/Battery Pack Troubleshooting Guide

1. This fixture requires two incoming power leads, one switched and one un-switched.
2. Is the test light on? This indicates power is applied to the fixture. Check connections between battery pack and ballast.
3. Confirm wattage of lamps match ballast listing
4. Has the socket assembly or any component been made remote from the housing or has the housing been altered? Extended lead lengths or alterations to housing can cause performance issues.
5. Emergency ballasts are not dimmable, confirm that a dimmer is not being used.
6. Confirm that the ballast or battery pack is not covered in plaster.
7. Confirm that there is no insulation or insulation tent within 3" of the fixture.
8. Are they being operated at 120 volts or 277 volts? Some battery packs are voltage specific, make sure the correct battery tap is being used.
9. Is there an occupancy sensor or similar device in the circuit? Occupancy sensor could be turning off the power supply to the battery.

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?