

Fluorescent Troubleshooting Guide

1. Check wiring connections – wire connectors must be tight.
2. Check fixture wiring – use wiring diagram from ballast
 - a. Confirm socket wiring at both end of units
3. Check for shunted and non-shunted sockets; shunted are needed with instant start ballast and non-shunted are needed with program start ballast
4. Is the ballast defective? Customer Calls ballast manufacturer for warranty.
5. Is the lamp defective? Customer Calls lamp manufacturer for warranty.
6. Are all the lamps out or just some?
 - a. If NOT all then that would indicated bad lamp or wiring issue.
 - b. Swap known good lamp for possible bad lamp to verify
7. Are other fixtures installed on the same circuit working properly?
8. Swap out a ballast from a “known good” fixture to see if the ballast is the problem.
9. What is the incoming voltage?
 - a. Verify that the ballast is MVOLT; if the ballast is voltage specific then check to see if that’s the problem.
10. Is a dimmer being used? Some ballasts cannot be used with a dimmer.
11. Are any other “Controls” being used? Consult factory
12. Older units with lens problems (damage, discolor, cracking)
 - a. Be aware that chemicals in the area affect poly-carbonates and acrylics.
 - b. There is info on line about these kind of chemicals on AcuityBrands.com.
13. Does the fixture have a battery pack?
 - a. If yes – then a bad battery pack can affect the fixture performance. Swap out the battery pack with a “known good” battery pack.
 - b. Also, on some units there is a component added to the battery pack (PSSD)
 - c. Try removing that component to see if the fixture works properly, if so consult factory
14. Are lamps flickering, snaking or pink?
 - a. Verify the ambient temperature is within specs listed on ballast label
 - b. An air vent that causes air flow across lamps can cause lamp to cool too much
 - c. Verify the lamps are properly seated in the sockets

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?