

Outdoor Troubleshooting Guide

1. If LED fixture – are all the LED's out or just some?
 - a. When just "some" are out then will probably need to confirm the driver connections to the light engine.
 - b. If all light engines are out then it's usually the driver. Can swap a known good driver into the fixture to confirm.
2. If fixture won't turn off, it probably has a bad photo cell. Check photo cell connections. If connections are good and fixture is still on, replace photo cell.
3. Are any "Controls" being used? Consult Factory
4. For aiming issues, see instructions provided with the fixture
5. Is lamp broken at base? Consider how the fixture is mounted as poles can vibrate a lot and cause the lamp to break.

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?