Most lighting installations provide reliable service for many years with no maintenance except for routine cleaning and lamp replacement. If a malfunction does occur, use the information below to diagnose and correct the problem. Disconnect the power before servicing any lighting system. Do not perform service while the fixture is engaged. Contact Lithonia Lighting Customer Service if you need further assistance.

The following is a list of common malfunctions, possible causes and appropriate corrective action.

**LAMP WILL NOT START**

**Incorrect lamp or ballast**
Check fixture label against lamp type. Check lamp and ballast ANSI numbers to ensure they match. Check that lamp is in proper burning position (Metal Halide).

**Lamp is improperly seated in socket**
Back out lamp and re-tighten. Check pin connection with socket. HID: Check to see if center contact of socket is compressed. If it is, disconnect fixture from power supply and bend contact into position with a screwdriver.

**Incorrect or loose wiring**
Disconnect from power. Check wiring connections. HID: Connect fixture lead marked with proper voltage to voltage supply lead. 120 and 277V: Connect lead marked COM to neutral supply. 208, 240 and 480V: Connect lead marked COM to other voltage supply lead.

**Lamp at or near end of life**
Replace with new lamp. HID arc tubes will blacken near end of life. Mercury and Metal Halide lamps will produce low light output and may exhibit intermittent starting. Metal Halide will suffer severe color changes. High-Pressure Sodium lamps will exhibit normal starting but will turn on and off (cycle) during operation. The envelope of a High-Pressure Sodium lamp may develop a brownish discoloration. Low Pressure Sodium lamps will operate at nearly full light output but starting will become impossible at end of life.

**Photoelectric control defective**
Disconnect button type cell from circuit or replace NEMA twist-loc cell with shorting cap, test fixture. If lamp starts, replace PE control.

**Line or ballast output voltage low**
Check line voltage at the fixture. Check open circuit voltage.

**Line voltage varies**
Check incoming voltage with recording voltmeter (if this is the problem, check other equipment on the same circuit).

**Incorrect lamp or burning position**
Check fixture label against lamp type. Check lamp and ballast ANSI numbers to ensure they match. Check for proper lamp operating position (Metal Halide).

**Improper ambient temperature**
Check ballast or fixture rating against existing environmental conditions. Fluorescent lamps experience starting problems when ambient temperature is below 50°F. Mercury and Metal Halide will start above -20°F and High-Pressure Sodium above -40°F.

**Hard-starting lamp**
Replace with new lamp if delay is lengthy.

**Incorrect or loose wiring**
Disconnect from power. Check wiring connections.

**Ballast near or at end of life**
Test ballast.

**BLINKING, "SNAKING," FLICKERING (Fluorescent)**

**New lamp may need to be seasoned**
Turn fixture on and off several times at one-half-hour intervals.

**Ambient temperature too low**
If ambient temperature is below 50°F, change to ballast rated for conditions.

**Significant air movement across lamps**
Check for fans or air conditioning blowing across lamps.
BLINKING, “SNAKING,” FLICKERING (continued)

Incorrect or loose wiring
Disconnect from power. Check wiring connections.

Line voltage varies
Check voltage supply.

CYCLING (Lamp Turns On and Off)

Line voltage varies
Check voltage supply.

Faulty insulation detector (recessed fixtures)
Bypass to verify or move insulation if in contact. Insulation must be at least 3” from the side and 1/2” from the top of the fixture.

HIGH INTENSITY DISCHARGE

Lamp at end of life or defective HPS lamp
Replace with new lamp.

PE control receives reflected light
Cover PE control and test fixture.

Incorrect lamp or ballast
Compare fixture and lamp labels for matching wattage and source. Compare fixture and system voltage rating.

Ballast output voltage low
Check line voltage at fixture. Check open circuit voltage.

Incorrect lamp operating position (Metal Halide)
Check lamp specifications for proper operating position.

FLUORESCENT

Incorrect or loose wiring
Disconnect from power. Check wiring connections.

Ballast is operating too hot
Check for high ambient temperatures, ventilate or suspend fixture.

Ballast near or at end of life
Test ballast. See page 348 for fluorescent ballasts.

REDUCED LIGHT OUTPUT

Improper ambient temperature
Fluorescent: Check for ambient temperature significantly above or below 77°F.

Air movement across lamps
Fluorescent: Check for fans or air conditioning blowing across lamps.

Lamp at or near end of life
Replace with new lamp. HID arc tubes will blacken near end of life. Mercury and Metal Halide lamps will produce low light output and may exhibit intermittent starting.

Metal Halide will suffer severe color changes. High-Pressure Sodium lamps will exhibit normal starting but will turn on and off (cycle) during operation. The envelope of an High-Pressure Sodium lamp may develop a brownish discoloration. Low Pressure Sodium lamps will operate at nearly full light output but starting will become impossible at end of life.

Incorrect or loose wiring
Disconnect from power. Check wiring connections.

Ballast near or at end of life
Test ballast.

SHORT LAMP LIFE

Incorrect lamp or ballast
Compare fixture label against lamp type. Check lamp and ballast ANSI numbers to ensure they match. Check that lamp is in proper burning position.

Line voltage or ballast output voltage low
Check line voltage at fixture. Check open circuit voltage.

Lamp operates less than 10 hours per start
Rated lamp life is based on 10 hours of operation per start. General rule for expected lamp life is: 50% reduction in burn time per start results in 25% reduction in lamp life.

Faulty lamp
Replace with new lamp.

RADIO INTERFERENCE (Fluorescent)

Interference from electronic equipment
Move electronic equipment at least 10 feet away from lamps. Install radio frequency shielding. Install radio interference filter. Improve equipment grounding. Install shielded and grounded radio antenna.

BLOWN FIXTURE FUSES OR TRIPPED CIRCUIT BREAKER (HID)

Improper fuses installed in fixture
Check fuses to fixture manufacturer’s specification. Replace if incorrect.

Overloaded circuit
Verify that total circuit load is less than circuit rating.

Shorted (grounded) fixtures
Check with shorted (grounded) test. If shorted, replace fixture.