

TROUBLESHOOTING

FLICKERING LAMPS

- 1. New lamps need to be seasoned.**
In the case of dimming ballasts, most manufacturers recommend 100 burning hours before dimming.
- 2. Line voltage varies.**
Check to see that line voltage current is constant.
- 3. Air movement across lamp.**
Check to make sure that HVAC is not directed across lamps, lowering temperature of lamps.

CYCLING OF BALLAST

- 1. Line voltage varies.**
Check line voltage to make sure constant power is supplied.
- 2. Replace lamps to verify ballast problem.**
- 3. Insulation covering fixtures.**
Check to make sure that fixtures are not covered. Excess heat will cause thermal protector to cycle.
- 4. Fixtures are mounted on ceiling directly.**
Verify that fixtures are designed to be mounted directly to ceiling. If not, an air space must be provided between ceiling and fixtures.

SLOW STARTING

- 1. Programmed Start ballast versus Instant Start ballast.**
Programmed Start ballasts pre-heat the cathode and then ignite lamps. Instant Start ballasts use a high voltage surge to start lamps instantly. Programmed Start ballasts are slower starting but easier on lamps due to pre-heating of cathodes.
- 2. Line voltage too low.**
Check line for correct voltage as required by ballast. (See "Fixtures Do Not Light")
- 3. Incorrect lamp.**
Make sure lamps are compatible with ballast.
- 4. Low ambient temperatures.**
Is temperature above 50°? Some ballasts require higher starting temperatures to start properly.

FIXTURES DO NOT LIGHT

- 1. Is the power on?**
- 2. Lamp compatibility.**
Cross check lamps against ballast designation listed on ballast case. Some energy saving lamps and ballasts are not compatible.
- 3. Incorrect or loose wiring.**
Disconnect power and check all wiring connections.
- 4. Check fuses if supplied.**
Disconnect power before removing. Check with ohmmeter or test equipment. Reinstall and energize.
- 5. Line voltage low.**
Voltage range for 120 volts is 112 minimum and 125 maximum. Voltage range for 277 volts is 255 minimum and 289 maximum.
- 6. Low ambient temperature.**
Fluorescent lamps are hard to start at temperatures below 50°F.
- 7. Are lamps properly engaged in the lampholders?**
Check to make sure that pins are properly engaged.

NOISE

- 1. Are all components secure?**
Check ballast mounting and look for loose fixture components.
- 2. Is there furniture in the space?**
Empty rooms magnify sound, emphasizing the normal operating hum. The sound which seemed so loud in an empty space will normally disappear once the room has been filled with furniture, partitions, and equipment.
- 3. Is the ballast functioning correctly?**
Replace ballast if necessary.
- 4. What is the sound rating of the ballast?**
Verify the ballast's proper sound rating for the environment. If the sound rating is inappropriate, remote mount the ballast or replace it with a ballast with the appropriate sound rating.