

AddressPro® System troubleshooting

**Note: All wiring must be completed in compliance with national and local electric codes.
Caution - Disconnect power before servicing ballasts or lighting fixtures**

	Symptom	Possible Reason	Step to take
1	Ballasts and modules not responding to wall control	Control May not be powered.	Check Line, Neutral and ground connections
		Control wires disconnected.	Check the control wire connections
		Shorted Control wires.	Check Voltage between control leads and fix the problem. Control voltage: 9V - 16V (wired O.K), 1V - 7V (cross wired), < 0.7V (shorted)
		Control wires at one or more devices may be cross-wired.	
2	Remote not Functioning	Bad batteries (no button lights).	Check the battery polarity or replace the batteries.
		Remote is out of range.	Come close to the wall control
		Wall box may be mounted in to direct sunlight and unable to receive infrared signals.	Provide shade or relocate wall control.
3	All fixtures stuck at full bright	Control wires disconnected.	Check and fix the control wiring
		Not all components powered.	Check the power connections and fix the problem
		Incorrect ballast, or ballast not matched to lamp.	Check and replace with correct unit.
		Non-Dimming ballast.	Check and replace with correct unit.
4	All fixtures stuck at full dim	Shorted Control wires.	Check Voltage between control leads and fix the problem. Control voltage: 9V - 16V (wired O.K), 1V - 7V (cross wired), < 0.7V (shorted)
		Control wires at one or more devices may be cross-wired.	
5	Lamps flicker at low light levels	Lamp too close or far from the ground fixture surface.	Spacing between the ground plane and linear lamp must be between 1/8"-1/2" for linear fluorescent.
		Long lead lengths.	Limit lead lengths as short as possible
		Leads bundled.	Limit lead lengths as short as possible
		Lamps too cold (low room ambient).	Wait until lamps warm up
		New lamps.	Burn lamps at full bright for at least 12 hours
		Ballasts not properly grounded.	Check fixture wiring. Check grounding point for proper contact.
		Fixture not properly grounded.	
Flickering	Wait for 5 minutes to self-correct.		
6	Lamps flash and turned OFF	Bad Lamps.	Replace lamps
		Shunted sockets (Instant start socket with shorted terminals)	Check and replace lamp sockets
		Incorrect ballast.	Check and replace with correct unit.
		Wrong lamps.	Check device specification and use correct lamps.
		Wrong fixture wiring.	Check and correct wiring
7	Lamps never turned on	Ballasts or modules not powered.	Check device power wiring, circuit breakers etc
		Bad Lamps.	Replace lamps
		Shunted sockets (Instant start socket with shorted terminals)	Check and replace lamp sockets
		Incorrect ballast.	Check and replace with correct unit.
		Wrong lamps.	Check device specification and use correct lamps.
		Wrong fixture wiring.	Check and correct wiring
8	Intermittent operation of AddressPro system	Grounded control wires	Check continuity and fix the problem
		Loose connection with control or power wiring.	Check and fix the wiring
		Wrong Fixture wiring or shunted sockets.	Check and fix the problem
9	Ballasts take too much time for scene transition	Wrong fade time settings.	Read the Instructions and reprogram fade time
10	Remote not receiving Ballast ID	Ballast not transmitting ID.	Press SET button and make sure ballast flickering
		Remote may be too close or far from the lamp.	Hold the remote at a distance 12"- 6' from fluorescent lamp and 6"-18" from Incandescent Lamp. Aim the remote directly to the lamp and try again
		Remote not aimed directly to the lamp.	
		Interference from other lamps nearby.	Shield the remote to receive light from only one lamp.
11	Lamp ends turned black or frequent lamp failure	Incorrect ballast.	Check and replace with correct unit.
		Wrong lamps	Check device specification and use correct lamp
		Wrong fixture wiring.	Check and correct wiring

Additional Troubleshooting Techniques. In some cases the troubleshooting methods outlined above may not lead to a quick detection and resolution of the problem. In this case it is often beneficial to perform one or more of the following tasks.

Divide and troubleshoot the system.

If a large system of Addresspro® ballasts has an apparent malfunction, but the specific component or location of the malfunction is unknown, the system can be divided somewhere near the center of the control circuit. If the malfunction persists on one side but not the other, further separations may help determine the actual failure site.

Bypass installed control wires

If the source of a malfunction cannot be assigned to a ballast or to the wires connecting it to the control system, disconnect the installed control wiring and connect a known good control device using visible, external control wires.

Ballast substitution: After performing all steps mentioned above, if still any of the luminaires doesn't respond then replace it with a known good unit and try again.

Control substitution: After performing all these troubleshooting technique, if none of the lighting devices in the AddressPro® loop is responding to the control device then replace the existing control device with a known good unit.

For further assistance or ordering information contact Universal lighting technologies @ 1-800-BALLAST or visit our website at <http://www.universalballast.com>.