



## Advanced Occu-Smart Troubleshooting Guide

<b>Symptom</b>	<b>Possible Cause</b>
Fixture completely off	No power to fixture Loose lead in Power Pack Loose lead elsewhere Defective Power Pack Defective Ballast
Fixture Stuck on Full or Dim	<b>Polarity reversed (check first)</b> Sensor in conditioning mode (full on) Defective lamp(s) Protective film not removed Sensitivity too high or low Sensor not plugged in Loose lead in Power Pack Reset power to ballast Defective Sensor Defective Power Pack Defective Ballast
Premature Lamp Failure	Lamp(s) not conditioned properly Socket wire is loose or fallen out Possible mis-wired ballast
End blackening in lamp(s)	Lamp(s) not conditioned properly Socket wire is loose or fallen out Possible mis-wired ballast
Sensor light stays on	Sensitivity too high Abnormally drafty area Object obstructing sensor Sensor set to override mode (button held down for more than 10 seconds)
Sensor light stays off	Sensitivity too low Sensor not plugged in Loose wire in Power Pack No power to fixture Defective Sensor
Lamp Flicker in Dim mode	Defective lamp(s) Defective Ballast Poor or no ground
Lamps won't start	No power No ballast cover Poor or no ground Defective lamp(s) Reset (recycle) power to ballast
Power Pack Light (green) stays off	No Power (check Service and Wiring) Poor or No Ground Polarity Reversed Defective Power Pack
Power Pack Light (green) pulses (swirls)	Faulty Sensor