

Advanced Occu-Smart Troubleshooting Guide

Symptom

Possible Cause

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

Polarity reversed (check first)
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
Faulty Sensor

Power Pack Light (green) pulses (swirls)