

HID TROUBLESHOOTING

PROBLEM: LAMP DOES NOT LIGHT

SYSTEM COMPONENT	POSSIBLE CAUSE	TEST	POSSIBLE SOLUTION
Supply voltage	No line voltage. Low line voltage.	Measure input voltage at ballast with multimeter.	No voltage: Inspect wiring. Check any in-line fuses or other devices such as photocells, auto-shutoff starters or sensors. Low voltage: Reduce the load on the line voltage supply transformer. Install buck-boost transformer.
Secondary wiring and connections	Incorrect ballast, lamp, capacitor and/or starter combination. Loose connections.	Verify correct components using information on ballast label.	Replace incorrect components.
Lamp	Failed lamp.	Test with known good lamp.	Replace lamp.
Capacitor	Failed capacitor.	Test capacitor with multimeter.	Replace capacitor.
Starter	Failed starter.	Test starter with multimeter.	Replace starter.
Ballast	Ballast and starter mounted too far from lamp. Defective ballast.	Visual inspection. Test with multimeter.	<ul style="list-style-type: none"> • Correct to proper distance or install a long distance starter or • Replace ballast.

PROBLEM: SHORT LAMP LIFE

Lamp	Lamp not compatible with system. Lamp operating position incorrect. Failed lamp.	Verify lamp wattage and type. Check lamp for suitability. Test with known good lamp.	Replace lamp with properly rated lamp.
Capacitor	Failed capacitor.	Test capacitor with multimeter.	Replace capacitor.
Starter	Failed starter.	Test starter with multimeter.	Replace starter.
Ballast	Failed ballast.	Test ballast with multimeter.	Replace ballast.

PROBLEM: LOW LIGHT OUTPUT

Lamp	Normal light output depreciation.	Test with known good lamp.	Replace lamp.
Component compatibility	Incorrect ballast, lamp, capacitor and/or starter combination.	Verify correct components using information on ballast label.	Replace incorrect components.
Supply voltage	Low line voltage.	Measure input voltage at ballast with multimeter.	<ul style="list-style-type: none"> • Reduce the load on the line voltage supply transformer or • Install buck-boost transformer.
Capacitor	Failed capacitor.	Test capacitor with multimeter.	Replace capacitor.
Ballast	Failed ballast.	Test starter with multimeter.	Replace ballast.

PROBLEM: LAMP CYCLING ON AND OFF

Lamp	Lamps reaching normal end of life.	Test with known good lamp.	Replace lamp.
Socket	Damaged socket.	Visual inspection for cracks etc.	Replace socket.

CAUTION: Servicing of electric signs should only be performed by qualified personnel. Disconnect power before servicing. Observe OSHA guidelines for safe electrical practices.

For More Information, Call
1-800-BALLAST
 (225-5278)

