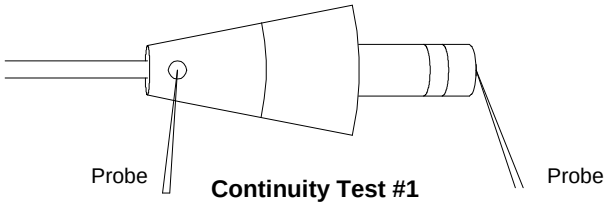
12V Quick Connect Mini-pendants Troubleshooting:

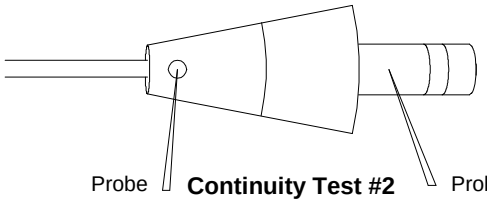
(NOTE: If you have a Monorail system, please refer to the Monorail Troubleshooting guide for additional assistance.)

A) Problem: The system does not turn on:

1. **Check for short or open circuit condition at the Quick Connect.**
   You will need a continuity tester or multi-meter to help check the Quick Connect.



Continuity Test #1

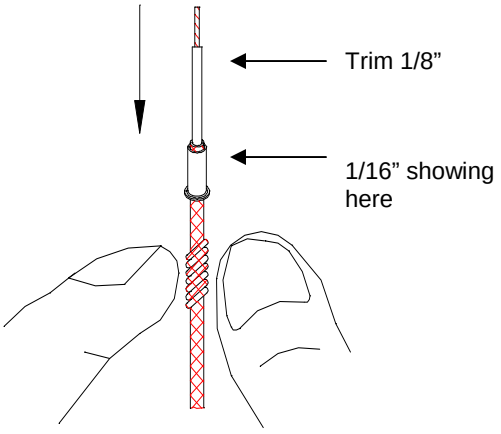


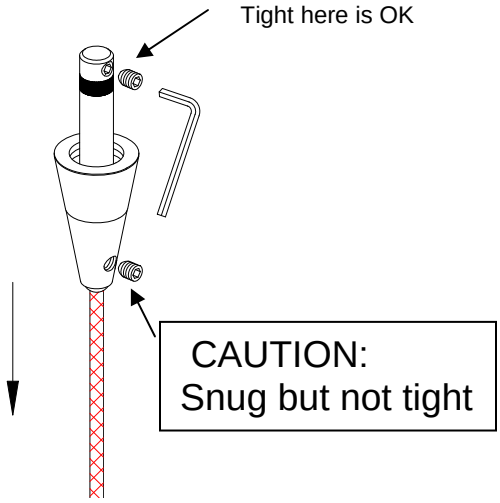
Continuity Test #2

   i. Remove the lamp. Place a probe on the base of the collar and the other on the end of the Quick Connect, per Continuity Test #1. The tester should not light. If the tester lights, it is indicating a short circuit, refer to the **Quick Connect Repair and Troubleshooting** section below. Otherwise, move to the next step to check for an open circuit.
   ii. Reinstall lamp and perform the same continuity test as above. If the tester lights, then the Quick Connect has been installed properly and you can proceed to Step 2 on next page. If the tester does not light, you either have an open circuit or a defective Quick Connect.
   iii. Test the Quick Connect by performing an additional continuity test with the probes shown in Continuity Test #2. If the tester does not light, the Quick Connect part is defective and needs to be replaced (Contact your local Besa Distributor). If the tester does light, refer to the **Quick Connect Repair and Troubleshooting** section below.

Quick Connect Repair and Troubleshooting

Remove the Quick Connect from the cord and follow the troubleshooting directions below:





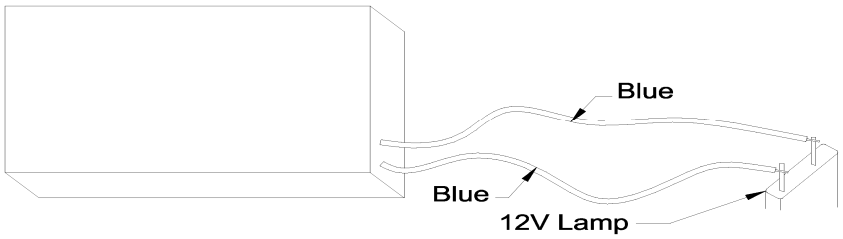
1. Verify that 1/8” of insulation has been trimmed from the inner wire.
2. Verify that approx. 1/16” of braided wire protrudes from the top of the collar.
3. The distance from the bottom of the collar to the top of the inner wire should be 1 3/4”.
4. Reinstall the Quick Connect part, verifying that the 1/8” of bare conductor has been extended into the top part. The top set screw must make contact with the bare conductor.
5. Perform continuity check before mounting. If an open or short still exists, then a complete Quick Connect reinstall is recommended. Cut the cord below the collar and follow the instructions provided with the pendant.

2. **You've checked and corrected all shorts and/or open conditions, but still the system does not turn on:**

   Check the transformer (for Monorail applications, refer to the Monorail Troubleshooting guide). The transformer output is high frequency and cannot be seen by most multi-meters. A simple lamp test can verify the status of the transformer**: Caution: Have a qualified person perform this operation.**

   Turn off power and remove the Bipin lamp from the socket assembly. Examine the lamp to verify that the lamp does not appear defective. There should be no darkening of the glass and the filament should be intact.

   Expose the transformer by removing canopy then turn power back on. These 12V pendants are supplied with a Class 2 (power limited) low voltage transformer, so there is no potential for shock. Carefully touch each one of the transformers blue wires to each pin of the lamp. **If the lamp lights,** this indicates a good transformer and the lead and/or socket assembly needs to be replaced. **If the lamp does not light**, then the transformer needs to be replaced. In either case, contact your local Besa Distributor for a replacement part. Turn off power.



B) Problem: Lights burn out quickly, or burn very brightly:

1. Bad socket connection. *Corrective action: Inspect lamp pins for evidence of discoloration.*
2. Finger oils on quartz lamps *Corrective action: Wipe the glass with a clean soft cloth on all lamps after installation.*

C) Problem: System comes on but lights flicker or, are dim:

1. Wrong lamps installed; 24 volt lamps operating from a 12 volt power supply. *Corrective action: Re-lamp with 12 volt lamps.*

2. If lamps become dim or flicker after operating normally over for a period of time. This is a sign of deteriorating 12volt connections due to the high current. *Corrective action*: *Re check all secondary connections paying close attention to any discoloration, oxidation or hot spots*.

D) Problem: The circuit breaker on the main panel trips on initial power up:

1. There may be a short on the 120-volt side of the transformer. *Corrective action: Re check all connections and perform a continuity test.*

2. Frequent tripping of circuit breaker upon system start up may be nuisance tripping. This caused by high inrush current needed to start up cold lamps. *Corrective action: The use of a dimmer switch helps to buffer the load to the transformer. You may also need to use an inductive load circuit breaker, which is less apt to nuisance tripping.*