

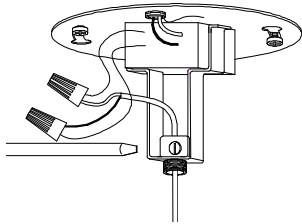


12V Mini-pendants Troubleshooting:

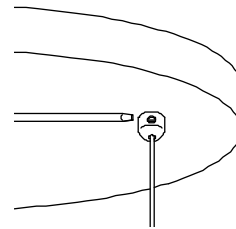
A) Problem: The system does not turn on:

1. Check for short condition at the cord.

- i. Open the Canopy (not necessary to open Canopy on Multilights) and loosen the set screw in the Strain Relief. If the lamp lights, then the set screw was over tightened and caused a short in the cord. Reposition the cord in the Strain Relief to a new position and gently tighten the set screw. Gently smooth out the cord where the set screw was holding it in the Strain Relief.
- ii. If the lamp does not light, proceed to Step 2 below.



Strain Relief for Canopy Fixtures



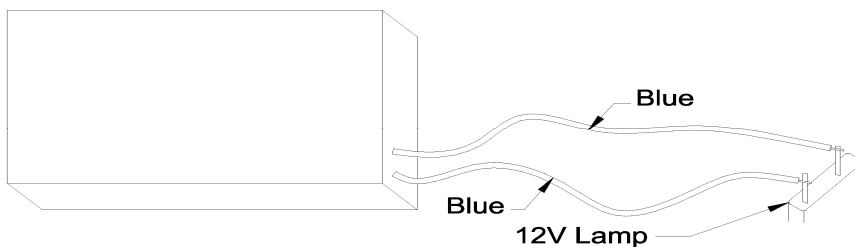
Strain Relief for Multilight Fixtures

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

Check the transformer. 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.*