

Cold Deck

Canopy and Shelf Lights and Retrofit Kit

Troubleshooting Guide for 701940

Troubleshooting Cold Deck Systems *with Dimming*

CAUTION: Always ensure to use a licensed electrician when working with AC sources, primary wiring, or if not confident with any of the following steps or checks.

Problem	Possible Cause(s)	Solution(s)
All lights do not turn on.	1. No incoming power.	- Check incoming power is turned on.
	2. Loose wire(s) or connection(s).	- Check to ensure all connections are properly in place and secure.
	3. Check proper operation dimming controller (P/N 701890-PWR).	- Disconnect light load from dimming controller (701890-PWR). - Set dip switches 1 & 2 to "on" position. - With voltmeter, verify 24 VDC at dimming controller output. - If low or no voltage verified, disconnect dimming controller from power supply. - With voltmeter, verify 24 VDC out of power supply. - If 24 VDC verified, connect dimming controller. If low or no voltage observed, continue troubleshooting.
	4. Check proper operation of power supply.	- Disconnect dimming controller from output of power supply. - With voltmeter, verify 24 VDC output. - If low or no voltage verified, disconnect power supply from AC input. - With voltmeter, verify 90–264 VAC to power supply input. - If proper voltage verified, replace power supply. If low or no voltage observed, ensure to have a licensed electrician continue AC electrical troubleshooting.
Entire fixture does not turn on.	1. Loose wire(s) or connection(s).	- Check to ensure all other lights powered from power supply are operating. - If other lights are on, check to ensure dangle(s) is/are properly in place and secure. - If dangle(s) secure, disconnect dangle(s) from tombstones. - With voltmeter, verify 24 VDC across tombstones by placing one (1) lead at one (1) tombstone contact and the other lead on the opposite tombstone contact. - If low or no voltage verified, ensure harness ¹ properly secured and 24 VDC from power supply. - If 24 VDC verified, replace light fixture. <small>1 Installing Cold Deck system assumes condition of existing wiring harnesses and connectors are in working order. Ensure existing harnesses are clean and free from debris and tombstones are in good working order. Replace or repair any suspect items.</small>
Individual LEDs do not turn on.	1. Internal fixture damage.	- Replace light fixture.
Entire fixture flickers.	1. Loose wire(s) or connection(s).	- Check to ensure all connections are properly in place and secure.
	2. Short to ground.	- Check to ensure no wires are exposed or touching frame or case.
	3. Power supply overloaded.	- Check to ensure maximum power supply load not exceeded (NOTE: A single power supply may power up to 12 shelf lights or three (3) canopy lights and three (3) shelf lights). - Verify load is less than or equal to above. - Add power supply per installation instructions as required.
	4. Multiple dimming controllers on single power supply.	- Ensure only one (1) dimming controller used per power supply.
Dimming/occupancy sensing not working.	1. PIR Motion Sensor not warmed up.	- Sensor may take up to 2 minutes to activate once power energized. Wait a couple of minutes and allow sensor to reset.
	2. Loose wire(s) or connection(s).	- Check to ensure all connections are properly in place and secure.
	3. PIR Motion Sensor not energized.	- Create motion in front of sensor. - Check to ensure either red LED light (P/N 400661) or green LED light (P/N 400964) flash. - If LED does not flash, sensor does not detect motion, check RJ45 connections are firmly in place and integrity of CAT 5 cable. - CAT 5 connection from PIR Motion Sensor and dimming controller should be standard cable. Sensor will not work with "Crossover" CAT 5 cable. - If connections and cabling determined satisfactory, set dip switches on dimming controller 3 & 4 to off and verify lights turn off. - Set dip switches 3 & 4 to on and verify lights turn on to 50% full brightness. If lights do not turn off and go to 50% full brightness, replace dimming controller. - If lights turn off and go to 50% full brightness, replace PIR Motion Sensor.
	4. Incorrect CAT 5 cable type utilized.	- Check to ensure CAT 5 cable is not "Crossover" type. (Not required to check if plugging P/N 400661 directly into dimming controller (P/N 701890-PWR)).

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	3. Check proper operation of power supply.	- Disconnect power controller from output of power supply. - With voltmeter, verify 24 VDC output. - If low or no voltage observed, disconnect power supply from AC input. - With voltmeter, verify 90–264 VAC to power supply input. - If proper voltage verified, replace power supply. If low or no voltage observed, ensure to have a licensed electrician continue AC electrical troubleshooting.
Entire fixture does not turn on.	1. Loose wire(s) or connection(s).	- Check to ensure all other lights powered from power supply are operating. - If other lights are on, check to ensure dongle(s) is/are properly in place and secure. - If dongle(s) secure, disconnect dongle(s) from tombstones. - With voltmeter, verify 24 VDC across tombstones by placing one (1) lead at one (1) tombstone contact and the other lead on the opposite tombstone contact. - If low or no voltage verified, ensure harness ¹ properly secured and 24 VDC from power supply. - If 24 VDC verified, replace light fixture. <small>1 Installing Cold Deck system assumes condition of existing wiring harnesses and connectors are in working order. Ensure existing harnesses are clean and free from debris and tombstones are in good working order. Replace or repair any suspect items.</small>
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