

## Ballastar® System Troubleshooting

**CAUTION!!! : Before installing or troubleshooting any ballasts or lighting fixtures, disconnect AC power to prevent possible electric shock and unit damage.  
Note: All wiring must be completed in compliance with applicable electric codes.**

	Symptom	Possible Reason	Step to take
1	Ballasts not responding to wall switches.	Ballasts May not be powered.	Check Line, Neutral and Ground connections, circuit breakers etc.
		Bad Switches.	Check the Switch operation
2	All fixtures stuck at full bright	Incorrect ballast, or ballast not matched to lamp.	Check and replace with correct unit.
		Non-Dimming ballast.	Check and replace with correct unit.
		Bad Switches.	Check the Switch operation
3	Lamps flicker at low light levels	Lamp too close or far from the ground fixture surface.	Spacing between the ground plane and linear lamp must be between 1/8"-1/2 " for linear fluorescent.
		Long lead lengths.	Limit lead lengths according to the ballast specifications
		Leads bundled.	Limit lead lengths as short as possible
		Lamps too cold (low room ambient).	Wait until lamps warm up
		New lamps.	Burn lamps at full bright for at least 12 hours before dimming for the first time.
		Ballasts not properly grounded. Fixture not properly grounded.	Check fixture wiring. Check grounding point for proper contact.
4	Lamps flash and turned OFF	Bad Lamps.	Replace lamps
		Shunted sockets (Instant start socket with shorted terminals)	Check and replace lamp sockets
		Incorrect ballast.	Check and replace with correct unit.
		Wrong lamps.	Check device specification and use correct lamps.
		Wrong fixture wiring.	Check and correct wiring
5	Lamps never turned ON	Ballasts not powered.	Check device power wiring, circuit breakers etc
		Bad Lamps.	Replace lamps
		Shunted sockets (Instant start socket with shorted terminals)	Check and replace lamp sockets
		Incorrect ballast.	Check and replace with correct unit.
		Wrong lamps.	Check device specification and use correct lamps.
6	Intermittent operation of Ballastar® system	Loose connection with power or lamp wiring.	Check and fix the wiring
		Wrong Fixture wiring or shunted sockets.	Check and fix the problem
7	Lamp ends turned black or frequent lamp failure	Incorrect ballast.	Check and replace with correct unit.
		Wrong lamps	Check device specification and use correct lamp
		Wrong fixture wiring.	Check and correct wiring

### Additional Troubleshooting Techniques:

In some cases the troubleshooting methods outlined above may not lead to a quick detection and resolution of the problem. In this case it is often beneficial to perform one or more of the following tasks.

**Ballast substitution:** After performing all steps mentioned above, if any of the luminaires still do not respond then replace the ballast with a known good unit and try again.

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For further assistance or ordering information please contact Universal lighting technologies @ 1-800-BALLAST or visit our website at <http://www.universalballast.com/>