

DaliPro® System Troubleshooting

Note: All wiring must be completed in compliance with national and local electric codes. Caution - Disconnect power before servicing ballasts or lighting fixtures.

These are the common troubleshooting techniques of a DaliPro® system. For programming assistance please contact the corresponding control manufacturer.

	Symptom	Possible Reason	Step to take
1	Ballasts not responding to wall control	DALI power supply may not be powered.	Check Line, Neutral and ground connections
		Control wires disconnected.	Check the control wire connections
		Shorted Control wires.	Review system verification procedures
		Wrong Dali loop programming	Check all ballasts assigned ID and programmed correctly.
2	All fixtures stuck at full bright	Control wires disconnected.	Check and fix the control wiring
		DALI power supply of control device not powered	Check connections
		Incorrect ballast, or ballast not matched to lamp.	Check and replace with correct unit.
		Non-Dimming ballast.	Check and replace with correct unit.
3	Lamps flicker at low light levels	Wrong Dali loop programming	Check all ballasts assigned ID and programmed correctly.
		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 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
4	Lamps flash and turned OFF	Ballasts not properly grounded.	Check fixture wiring. Check grounding point for proper contact.
		Fixture not properly grounded.	
		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.
5	Lamps never turned on	Wrong lamps.	Check device specification and use correct lamps.
		Wrong fixture wiring.	Check and correct wiring
		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
6	Intermittent operation of DaliPro™ system	Incorrect ballast.	Check and replace with correct unit.
		Wrong lamps	Check device specification and use correct lamp
7	Lamp ends turned black or frequent lamp failure	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.

- **Divide and troubleshoot the system.**
If a large system of DaliPro® ballasts has an apparent malfunction, but the specific component or location of the malfunction is unknown, the system can be divided somewhere near the center of the control circuit. If the malfunction persists on one side but not the other, further separations may help determine the actual failure site.
- **Bypass installed control wires**
If the source of a malfunction cannot be assigned to a ballast or to the wires connecting it to the control system, disconnect the installed control wiring and connect a known good control device using visible, external control wires.
- **Ballast substitution:** After performing all steps mentioned above, replace with a known good unit.
- **Control substitution:** After performing all these troubleshooting technique, if none of the lighting devices in the DaliPro® loop is responding to the control device then replace the existing control device with a known good unit.

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