DimLux Tier 1 Guide

DimLux ballasts are covered under warranty for 3 years. If the serial number of the ballast indicates that the ballast is under 3 years old, continue with this guide. If the ballast is over 3 years old, the warranty is complete and no repairs or replacements will be offered.

**No Power to LED/digital display**

1) Is the power cable securely plugged into the ballast and the wall?
2) Has the breaker for your outlet blown?
   
   **277v ballasts** – Submit RMA including serial number
   
   **240v ballasts** – Continue to step 3

3) Check the fuse in the ballast.
   
   a. Remove the power plug from the ballast
   
   b. Use a flathead screw driver to pry the fuse holder out

   c. There should be a straight filament inside the fuse. If it is broken, or the glass is discolored in anyway, then the fuse is blown. Remove the blown fuse, and replace with the spare inside the same fuse holder.
   
   d. If 2\textsuperscript{nd} fuse blows, submit RMA including serial number

**Not Firing with power to LED/digital display**

1) Check the power. If there is power to the ballast lighting up an LED or the digital display, continue to step 2. No power to LED or the digital display, follow instructions for “No Power to LED/digital display” above.

   **With MaxiController:**

   2) Put MaxiController in Day cycle with the timer, or set to Permanent ON. Check that all communication cables are connected correctly per the MaxiController manual.

   3) Soft-Off on the dimmer switch will override the MaxiController. Change to any output 600W+

   4) Check the code on the LED/digital display. See below for further instructions on each ballast code.

   **Without MaxiController:**

   2) Check the code on the LED/digital display. See below for further instructions on each ballasts code.

<table>
<thead>
<tr>
<th>Digital</th>
<th>LED</th>
<th>Meaning</th>
<th>Tier 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>Open</td>
<td>Open Contact</td>
<td>Ensure lamp is securely in place. Submit RMA including serial number</td>
</tr>
<tr>
<td>6</td>
<td>Short</td>
<td>Short Circuit</td>
<td>Test with new lamp. Short with new lamp: submit RMA including serial number</td>
</tr>
<tr>
<td>4</td>
<td>HTP</td>
<td>High Temp Protection</td>
<td>Ensure ballast is &lt;140°F, or adjust environment as needed. Submit RMA including serial number</td>
</tr>
<tr>
<td>3</td>
<td>LVP</td>
<td>Low Voltage Protection</td>
<td>Use voltmeter to ensure power outlet is pushing &gt;160v, contact tier 2</td>
</tr>
<tr>
<td>2</td>
<td>HVP</td>
<td>High Voltage Protection</td>
<td>Use voltmeter to ensure power outlet is pushing &lt;277v, contact tier 2</td>
</tr>
<tr>
<td>7</td>
<td>EOL</td>
<td>End of Life</td>
<td>Lamp has reached maximum depreciation, replace lamp</td>
</tr>
</tbody>
</table>