

Troubleshooting HSE and NXT fixture

On the bottom side of the fixture is an LED indicator. Depending on the frequency of the blinking light, it is possible to determine the failure. There are 8 different situation / interruption codes.

- Code A** **LED is not lit and does not blink:**
Cause: No supply voltage present or driver is defective.
Action: Restore supply voltage.
If there is supply voltage but the LED indicator is not lit at all, the electronics are defective. In this case, return the fixture for repair.
- Code B** **LED blinks non-stop:**
Cause: The fixture is starting up; this will take a maximum of 5 minutes. Once the start up process is complete and normal operation has begun, the LED will blink no more. If a failure occurs, the LED will blink with one of the codes as mentioned below.
Action: None.
- Code 1** **LED blinks 1x, Fixture cannot find the lamp.**
Cause: No lamp present or the lamp is defective or positioned incorrectly in the lamp holder.
Action: Replace the lamp or position it correctly in the lamp holder. Reset the power supply (Switch fixture off and on).
Also, see the steps for code 5.
- Code 2:** **LED blinks 2x, Number of start attempts are over.**
Cause: Lamp does not start up.
Action: Replace the lamp. Reset the power supply (Switch fixture off and on).
Also, see the steps of code 5.
- Code 3:** **LED blinks 3x, Main voltage is too low.**
Cause: Supply voltage on the electronics is too low or a phase has dropped out.
Action: Measure if all phases are present and/or place supply voltage within tolerances (to be performed by the installer). Reset the power supply (Switch fixture off and on).
- Code 4:** **LED blinks 4x, Temperature of the electronics has been exceeded.**
Cause: Electronics in the fixture have been exposed to excessive temperatures.
Action: Reset the power supply (Switch fixture off and on). Return the fixture for repair if the problem persists.
- Code 5:** **LED blinks 5x, Bulb voltage is too high or too low.**
Cause: Bulb voltage is out of tolerances.
Code 5, with an old lamp: the maximum lamp voltage has been exceeded.
Code 5, with a new lamp: the minimum lamp voltage has not been reached within 1 minute.

Action: **With an old lamp:** Replace the lamp.

With a new placed lamp: When the lamp is replaced but the fixture immediately indicates code 1, 2 or 5; this could be caused by too low of a lamp voltage of the new lamp. Reset the power supply by switching the fixture off and on. This may need to be repeated a number of times (4-5), until the lamp voltage is correct and the lamp remains lit.
When code 1, 2 or 5 persists and the lamp will not light up; this can also indicate a failure in the electronics. Return the fixture for repair and indicate on the fixture that the lamp has been replaced.
- Code 6:** **LED blinks 6x, Main voltage is too high**
Cause: Main voltage of the electronics is too high.
Action: Switch off the main voltage to avoid damage to the installation. Adjust the voltage to be within tolerances (to be performed by the installer).
Reset the power supply by switching the fixture off and on.

Caution: Always exchange lamps when no power is present.

Fixtures returned for repair should be labeled with the failure code.