

TROUBLESHOOTING GUIDE

12V Quick Connect Mini Pendants



BESA LIGHTING

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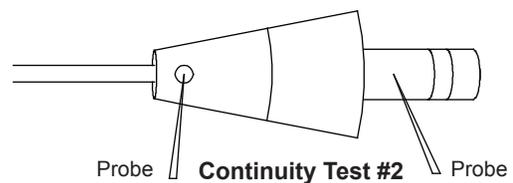
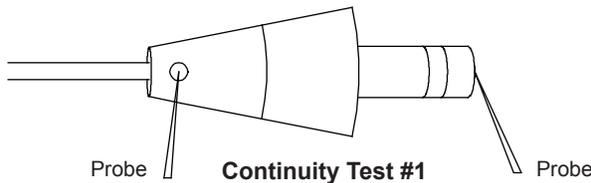
12V Quick Connect Mini-Pendants Troubleshooting, Rev.6 6-13

A) Problem: The system does not turn on:

1. Check for short or open circuit condition at the Quick Connect.

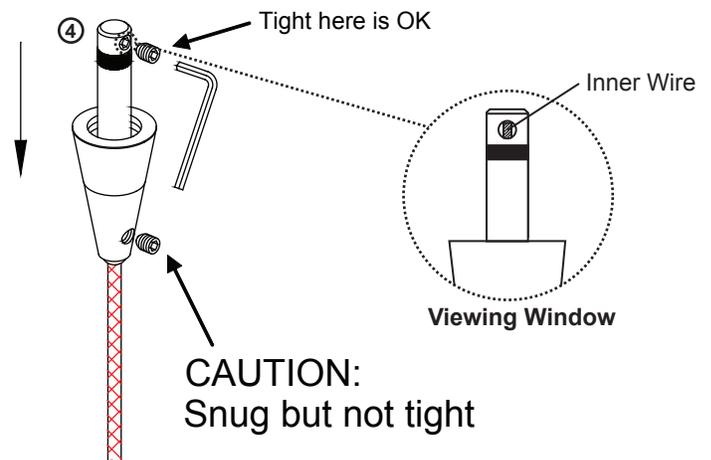
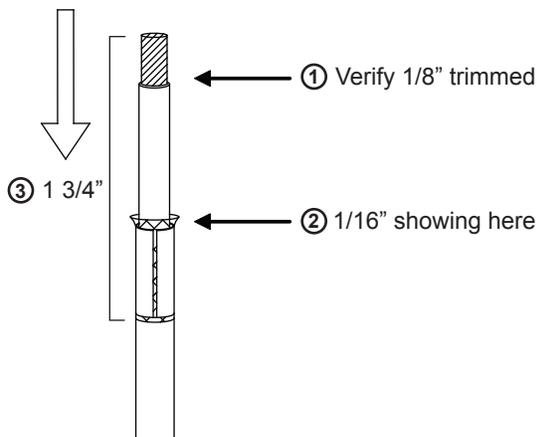
NOTE: You will need a continuity tester or multi-meter to help check the Quick Connect.

- i. Remove the lamp. Place a probe on the base of the collar and the other on the end of the Quick Connect, per Continuity Test #1.
If the tester lights, it is indicating a short circuit, refer to the **Quick Connect Repair and Troubleshooting** section below.
If the tester does NOT light, move to the next step to check for an open circuit.
- ii. Reinstall lamp and perform the same continuity test as above.
If the tester lights, then the Quick Connect has been installed properly and you can proceed to Step 2 on next page.
If the tester does NOT light, move to the next step to check for an open circuit.
- iii. Perform an additional continuity test with the probes shown in Continuity Test #2.
If the tester does not light, the Quick Connect part is defective and needs to be replaced.
If the tester does light, refer to the **Quick Connect Repair and Troubleshooting** section below.



Quick Connect Repair and Troubleshooting

Remove the Quick Connect Jack from the cord and follow the troubleshooting directions below:



1. Verify that 1/8" of insulation has been trimmed from the inner wire.
2. Verify that approx. 1/16" of braided wire protrudes from the top of the collar.
3. The distance from the bottom of the collar to the top of the Inner Wire should be 1 3/4".
4. Reinstall the Quick Connect part, verifying that the 1/8" of Inner Wire has been extended into the Viewing Window. The top set screw must make contact with the Inner Wire.
5. Perform continuity check before mounting. If an open or short still exists, then a complete Quick Connect reinstall is recommended. Cut the cord below the collar and follow the instructions provided with the pendant.

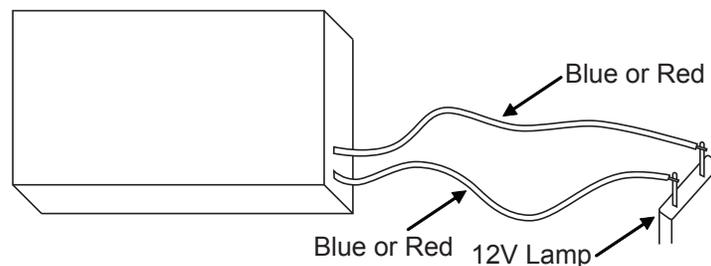
2. You've checked and corrected all shorts and/or open conditions, but still the system does not turn on:

Check the Transformer (for Monorail applications, refer to the Monorail Troubleshooting guide).
The Transformer output is high frequency and cannot be seen by most multi-meters.
A simple Lamp test can verify the status of the Transformer:

CAUTION: Have a qualified person perform this operation. Do NOT hold Lamp with bare hand as Lamp heats quickly and may cause injury. Hold the Lamp carefully using pliers or insulated gloves.

Turn off power and remove the Bipin Lamp from the Socket Assembly. Examine the Lamp to verify that the Lamp does not appear defective. There should be no darkening of the glass and the filament should be intact.

Expose the Transformer by removing Canopy then turn power back on. These 12V pendants are supplied with a Class 2 (power limited) Low Voltage Transformer, so there is no potential for shock. Carefully touch each one of the Transformer's blue or red wires to each pin of the Lamp. **If the Lamp lights**, this indicates a good Transformer and the Pendant Lead needs to be replaced. **If the Lamp does not light**, then the Transformer needs to be replaced. Turn off power.



B) Problem: Lights burn out quickly, or burn very brightly:

1. Bad Socket Connection.

Corrective Action: Inspect Lamp Pins and Socket Contacts for evidence of discoloration. Pendant Lead replacement is necessary if the Socket Contacts are discolored.

2. Finger oils on Quartz Lamps

Corrective Action: Wipe the glass with a clean soft cloth on all Lamps, after installation.

C) Problem: System comes on but Lights flicker or, are dim:

1. Wrong Lamps installed; 24 volt Lamps operating from a 12 volt Power Supply.

Corrective Action: Re-lamp with 12 volt Lamps.

2. If Lamps become dim or flicker after operating normally over for a period of time.

This is a sign of deteriorating 12volt connections due to the high current.

Corrective Action: Re-check all secondary connections, paying close attention to any discoloration, oxidation or hot spots and tightening loose connections. Pendant Lead replacement is necessary if the Socket Contacts are discolored.

D) Problem: The circuit breaker on the main panel trips on initial power up:

1. There may be a short on the 120-volt side of the Transformer.

Corrective Action: Check all connections and repair if needed, then confirm operation.

**For Replacement Parts,
Contact your local Besa
Distributor or Besa
Customer Service.**

Besa Customer Service

**Email:
support@besalighting.com**

**Phone:
1-866-917-8760**

SAVE THESE INSTRUCTIONS