

# TROUBLESHOOTING GUIDE

## 12V Mini Pendants



BESA LIGHTING

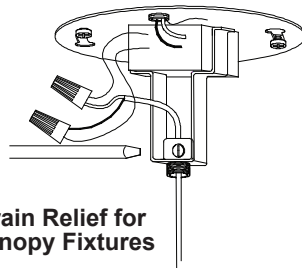
6695 Taylor Rd. Blacklick, OH 43004  
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12V Mini Pendant Troubleshooting, Rev.4 3-13

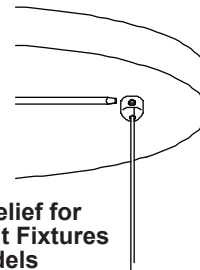
### A) Problem: The system does not turn on:

#### 1. Check for short condition at the cord.

- Open the Canopy (not necessary to open Canopy on Multilights) and loosen the set screw in the Strain Relief. If the Lamp lights, then the set screw was over tightened and caused a short in the cord. Reposition the cord in the Strain Relief to a new position. Gently smooth out the cord where the set screw was holding it in the Strain Relief and gently tighten the set screw.
- If the Lamp does not light, proceed to Step 2 below.



Strain Relief for  
Canopy Fixtures



Strain Relief for  
Multilight Fixtures  
(For Models  
Manufactured  
Before 2010)

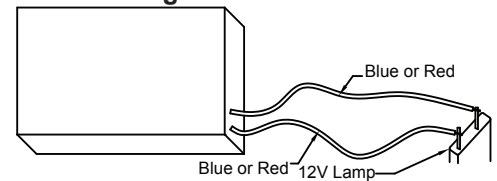
#### 2. You've checked and corrected all shorts and/or open conditions, but still the system does not turn on:

Check the Transformer. 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. In either case, a replacement part is necessary. 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:  
1-800-446-2372**

**SAVE THESE INSTRUCTIONS**