



## DIAGNOSTICS & TROUBLESHOOTING

If a customer experiences a lamp failure follow these diagnostic steps to determine what the can be done to remedy the situation.

First check that the incoming power is not turned off, there are no extension or power strip related issues and any timers are working properly.

If incoming power has been ruled out as an issue then proceed to these steps;

1. Disconnect the incoming power to the driver (ballast).
2. Remove the four 3/16" allen head screws that secure the driver housing to the fixture.
3. Remove the driver from the fixture housing and disconnect the plastic molex connector that brings power to the lamp. **Never unplug a driver from the lamp while energized. Failure to do so will damage the driver.**
4. If the customer has purchased multiple lamp/drivers of the same wattage from us, we recommend removing a known working driver from one of the working lights, and install the working driver on the nonworking light. If the nonworking light comes on than we have ruled out the remote possibility that the lamp itself has failed. This allows the customer to return just the driver and not the entire light fixture.
5. On occasions we have a customer who will experience successive driver failures. In those cases we recommend the customer consider installing a Transient Voltage Surge Suppressor (TVSS) rated at the customers incoming supply voltage. The closer these TVSS protection devices are installed to the lights in the circuit the more effective they will be. Here is one of example of where these may be installed adjacent to the incoming power cord connector at the driver junction box. To learn more about TVSS protection go to: <http://www.inda-gro.com/pdf/SurgeSuppression.pdf>
6. On 110 volt rated supply circuits if the customer is experiencing multiple driver failures in addition to the TVSS protection I would also recommend that they install an inexpensive kill a watt meter like this one <http://www.p3international.com/products/p4460.html> which can be found at Home Depot@ <http://www.homedepot.com/p/P3-International-Kill-A-Watt-EZ-Meter-P4460/202196388#.Uo5DZeUNOI> to make certain once the new driver has been installed the wattage does not exceed initial peak startup of 460 watts (1 second) it will then drop to the low 300-350 watt regions. Over the next ten minutes it will run up to a peak at around 450 watts and then settle back down and stabilize over the course of the next ten minutes to 420 watts from that point forward. **If the readings are up to, or exceeding 500 watts, than the driver should be immediately shut off. The lamp may be working during these readings but the driver is not performing to specification and we would want you to contact us for additional diagnostics.**



Once these diagnostics have been completed contact us for a Return Material Authorization and we will issue you an RMA number that will allow us for further troubleshooting and repairs. For further information please visit our warranty page @ <http://www.inda-gro.com/warranty.html>

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