GLOBAL ENERGY & LIGHTING

1.800.992.7370
www.gel-usa.com

CeramaTek® Troubleshooting Guide

Technical Bulletin

Situation	Possible Solutions
Lamp does not light:	Check the voltage to the ballast: The label on the ballast will indicate the range of voltage it will operate at. Be sure that the voltage delivered is consistently within that range. Check the connections of each wire by disconnecting and reconnecting: Be certain that the wiring from the power to the ballast and the ballast to the lamp is firmly connected. Weak connections to the lamp may result in resistance sending inappropriate lamp failure notification to the ballast Carefully inspect socket adaptor for loose thread collar: Should the threaded area on the adaptor appear to be loose, it should be replaced. Carefully inspect the socket in the fixture: If there is any apparent corrosion or damage in the socket, it should be replaced. Inspect the socket wires. If there is any sign of cracking or wire deterioration due to age or exposure, it should be replaced. NOTE: Due to the high frequency operation, testing the socket with a typical electrical tester will result in no reading or a faulty reading even though the ballast may be functioning properly. Testing the socket and ballast operation can be achieved by installing a "known" working lamp. If the lamp used is HOT please allow the lamp to cool or allow for a restrike time of up to 10 minutes.
Lamp appears to cycle on and off or dim and return to full power output during continuous power delivery:	Dimming not in use: Cap each dimming wire separately and firmly with a wire nut. Dimming in use: Inspect connections of each wire by disconnecting and reconnecting to the integrated device. Reference the manual supplied with the control device for instructions on setting the device. Inspect mounting for appropriate heat sink: Ballasts without stand off mounting feet require mounting to a flat surface and must be affixed firmly using all available mounting points. If a flat surface is not available in the fixture, an aluminum mounting plate with a minimum thickness of 3mm must be used

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Situation	**Possible Solutions**
Lamp appears to cycle on and off or dim and return to full power output during continuous power delivery (Cont):	to add additional heat sink. The aluminum plate may be exactly the same dimensions as the ballast body or larger but not smaller. Check the ballast for proximity to the lamp: The ballast needs to be located as far from the lamp as possible. All shielding materials and/insulation originally provided with the fixture must be used. NOTE: CeramaTek® ballasts are outfitted with thermal protections to protect from damage caused by heat. Cycling in extreme heat situations, where the ballast reaches greater than 85°C will cause the ballast to dim and or shut off to avoid damage. Ongoing cycling may indicate that the compartment containing the ballast is too hot or that the ballast is inappropriately mounted.
Resolution:	If after conducting the aforementioned testing the ballast is found to continue functioning improperly, please contact us for support.

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Situation	**Possible Solutions**