

## SECTION SEVEN TROUBLESHOOTING

<b>PROBLEM</b>	<b>POSSIBLE CAUSE</b>	<b>SOLUTION</b>
<b>ONE LAMP NOT LIGHTING</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Lamp burned out</li> <li><input type="checkbox"/> Fuse in ballast blown</li> <li><input type="checkbox"/> Ballast malfunctioning</li> <li><input type="checkbox"/> Defective ballast pin wires, or ballast circuit wiring</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Replace lamp</li> <li><input type="checkbox"/> Check ballast fuse or replace</li> <li><input type="checkbox"/> Replace ballast</li> <li><input type="checkbox"/> Check for broken or disconnected wires</li> </ul>
<b>ALL LAMPS NOT LIGHTING IN A SINGLE LIGHTBOX</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> The electrical jumper cord may be broken or disconnected between adjoining lightboxes</li> <li><input type="checkbox"/> Electrical enclosure not making a good contact with internal power connection</li> <li><input type="checkbox"/> Wire connection(s) of electrical enclosure are loose or broken</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Check cord connection to adjacent lightbox or replace jumper cord if broken</li> <li><input type="checkbox"/> Remove electrical enclosure and check that connectors are rigidly mounted and that wires are not preventing a good contact</li> <li><input type="checkbox"/> Remove electrical enclosure and check for loose or disconnected wires near the wire connectors</li> </ul>
<b>SOME LIGHTBOXES WORKING BUT THE REST ARE NOT</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> The electrical jumper cord may be broken or disconnected between adjoining lightboxes</li> <li><input type="checkbox"/> Broken wire or connection of main power harness inside lightbox back</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Check cord connection between functioning and non-functioning lightboxes; replace if broken</li> <li><input type="checkbox"/> Contact a qualified electrician</li> </ul>
<b>ENTIRE SYSTEM NOT LIGHTING</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Store circuit breaker may have tripped</li> <li><input type="checkbox"/> Menu system plugged into a dead outlet</li> <li><input type="checkbox"/> Main power cord connection loose</li> <li><input type="checkbox"/> An electrical spike or surge may have destroyed surge protector in main power box (for electronic ballasts only)</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Reset store circuit breaker</li> <li><input type="checkbox"/> Contact a qualified electrician to check power outlet</li> <li><input type="checkbox"/> Remove electrical enclosure of lightbox with main power cord. Check power cord wire connectors</li> <li><input type="checkbox"/> If there is evidence of a major electrical surge, such as tripped breakers, tripped surge suppressors or defective store equipment, contact Mainstreet's engineering department.</li> </ul>

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<b>LAMP GLOWS VERY BRIGHTLY THEN BURNS OUT IN SECONDS</b>	<input type="checkbox"/> Ballast malfunctioning <input type="checkbox"/> System plugged into an outlet with a higher voltage than intended	<input type="checkbox"/> Replace ballast <input type="checkbox"/> Have a qualified electrician check voltage at outlet
<b>BALLASTS FREQUENTLY MALFUNCTIONING OR BURNING OUT</b>	<input type="checkbox"/> Voltage spikes damaging ballasts <input type="checkbox"/> Irregularities in line voltage	<input type="checkbox"/> Install a surge suppressor in-line on the main power cord <input type="checkbox"/> Have an electrician check incoming voltage  * See warning on bottom of page 37
<b>ONE OR MORE LAMPS FLICKERING OR BLINKING</b>	<input type="checkbox"/> Lamp not making good contact <input type="checkbox"/> Lamp(s) excessively dirty or greasy <input type="checkbox"/> Ballast malfunctioning	<input type="checkbox"/> Check lamp to socket connection <input type="checkbox"/> Remove lamp(s) and wipe clean <input type="checkbox"/> Replace ballast
<b>MENU OR GRAPHIC PANELS APPEAR DARK</b>	<input type="checkbox"/> Panels or clear doors may be excessively dirty or greasy <input type="checkbox"/> A lamp or lamps may be burned out <input type="checkbox"/> Lamps may be excessively dirty <input type="checkbox"/> Lamps are old, losing lumen output	<input type="checkbox"/> Remove panels and doors and wipe clean <input type="checkbox"/> Replace lamp(s) <input type="checkbox"/> Remove lamp(s) and wipe clean <input type="checkbox"/> Replace lamps
<b>LIGHT LEAKS SHOWING THROUGH MENU LISTING STRIPS OR GRAPHIC PANELS</b>	<input type="checkbox"/> Door panels not closed or latched properly <input type="checkbox"/> Listing strips not over-lapping price carriers or price chips not installed properly <input type="checkbox"/> Strip connectors not being used or used improperly	<input type="checkbox"/> Check door panels <input type="checkbox"/> Check problem areas and adjust <input type="checkbox"/> Use strip connectors between customer cut strips-check instructions (pg. 6) for proper use
<b>MENU DOOR PANELS NOT CLOSING PROPERLY</b>	<input type="checkbox"/> Door latch(es) broken or not snapped in place all the way <input type="checkbox"/> Lightboxes not square due to improper hanging	<input type="checkbox"/> Replace door latch(es) and check snap fit of door latches <input type="checkbox"/> Check squareness of problem light box(es) and contact a contractor to rectify the problem