Troubleshooting Guide

LightSync 0-10V Isolated Dimmer Module

LSIDM Part# 97013555

The dimmable lights do not dim

- Verify proper 0-10V dimming control voltage from fixtures: 9-15vdc when disconnected from the Dimming Module. Lights should be at full brightness when wires are separated and dimmed to the lowest level when shorted together. If the lights do not change level, then you may have an open connection.
- Failure to dim is often caused by a reversal of polarity somewhere in a run of multiple ballasts/drivers.
- Verify all terminations in problem circuit.

The dimming does not ramp down past a certain point, or the lights are dim all the time.

- Check polarity on the dimming outputs. Polarity is important: Purple +, Gray/Purple –
- Failure to dim completely is usually caused by a bad dimming ballast/driver. Due to the ballasts and drivers being parallel if one ballast or driver is bad and is at a low voltage output it will be at a low level. To troubleshoot, remove all except the first in line and keep adding one back online until you determine which one brings down the run.

Communication Issues

- Does the Panel see the Module as "Connected"?
- Is the Module addressed correctly? (Remember 0s down for proper reference)
- Panel Mount- Is the 6-pin connector correctly aligned and firmly seated to output board?
- Remote Mount- Are Data Cables connected to correct In/Out ports and seated properly? IN port does not pass power to other downstream devices.
    - Test Data Cables for damage and verify data cables are terminated properly (T568B standard) using a cable tester.

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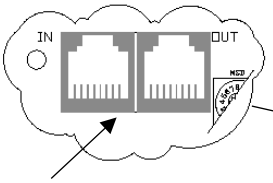
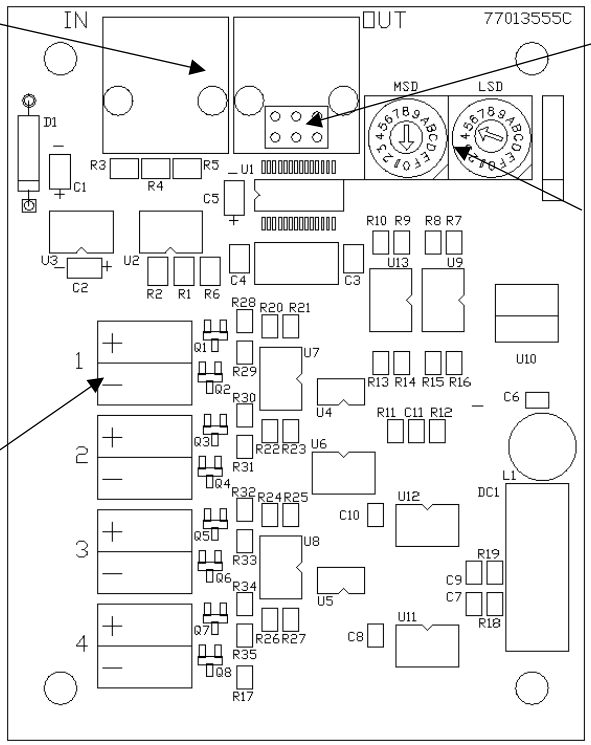


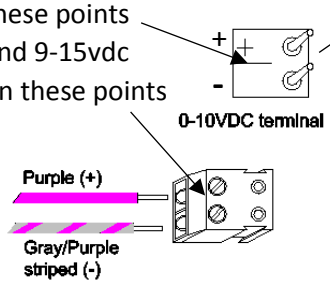
Remote Mount- RJ45 connectors for LightSync network connections



Panel Mount- 6 pin connector on back for output board communication

Address switches for setting a unique dimmer device address from 01 to 10 hexadecimal (16 possible)

With all loads disconnected you should have 0vdc on these points and 9-15vdc on these points



Note:

For 0-10V pre-installation testing procedures see Tech Bulletin TB0608 “0-10V Dimmer Testing and Connections”