

Troubleshooting Guide

R20D Remote Relays

R20D Part #93011215

General Issues

- Are Data Cables connected and seated properly?
 - Test Data Cables for damage and verify data cables are terminated properly (T568B standard) using a cable tester.
- Distance from EVO to R20D should not exceed 100'
- Are the Relays/Dimmers properly mapped to the Input?

Relays Not Responding

- Does the Relay respond to the “ALL ON/ALL OFF” buttons on the EVO Controller? If no, connect Relay to another known good output on the EVO and test.
 - Does the Relay respond to the R20 Field Relay Test Tool? If yes, verify data cable and programming.
- *NOTE: Some fixtures with a high inrush current may cause the R20D to stick in the closed position. If this appears to be the problem, contact ILC Technical Support (1-800-922-8004) for further information.

The dimmable lights do not dim

- Verify proper 0-10V dimming control voltage from fixtures: 9-15vdc when disconnected from the Dimming Leads. 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.

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