

# NXT2 Troubleshooting Guide

Code	Cause	Action
<b>Code A:</b> LED is not lit and does not blink.	No supply voltage present or driver is defective.	Restore supply voltage. If there is supply voltage but the LED indicator is not lit at all, the electronics are defective. In this case, return the fixture for repair.
<b>Code B :</b> LED blinks non-stop.	The fixture is starting up; this will take a maximum of 5 minutes. Once the start up process is complete and normal operation has begun, the LED will blink no more. If a failure occurs, the LED will blink with one of the codes as mentioned below.	None.
<b>Code 1:</b> LED blinks 1x, Fixture cannot find the lamp.	No lamp present or the lamp is defective or positioned incorrectly in the lamp holder.	Replace the lamp or position it correctly in the lamp holder. Reset the power supply (Switch fixture off and on). Also, see the steps for code 5.
<b>Code 2:</b> LED blinks 2x, Number of start attempts are over.	Lamp does not start up.	Replace the lamp. Reset the power supply (Switch fixture off and on). Also, see the steps of code 5.
<b>Code 3:</b> LED blinks 3x, Main voltage is too low.	Supply voltage on the electronics is too low or a phase has dropped out.	Measure if all phases are present and/or place supply voltage within tolerances (to be performed by the installer). Reset the power supply (Switch fixture off and on).
<b>Code 4:</b> LED blinks 4x, Temperature of the electronics has been exceeded.	Electronics in the fixture have been exposed to excessive temperatures.	Reset the power supply (Switch fixture off and on). Return the fixture for repair if the problem persists.
<b>Code 5:</b> LED blinks 5x, Bulb voltage is too high or too low.	Bulb voltage is out of tolerances.	Code 5, with an old lamp: the maximum lamp voltage has been exceeded. Code 5, with a new lamp: the minimum lamp voltage has not been reached within 1 minute.
<b>Code 6:</b> LED blinks 6x, Main voltage is too high.	Main voltage of the electronics is too high.	Switch off the main voltage to avoid damage to the installation. Adjust the voltage to be withintolerances (to be performed by the installer). Reset the power supply by switching the fixture off and on.

**Always disconnect the fixture from main power source before performing any maintenance.  
Fixtures returned for repair should be labeled with the failure code.**

