



RISE – TROUBLE SHOOTING GUIDE

A comprehensive trouble shooting guide for RISE

This guide is designed to help you easily and quickly troubleshoot some common issues in the field. For these issues that are not resolved with the trouble shooting action, simply fill in the form on the last page and submit to technicalsupport@ecosenselighting.com or call Customer Service at 855-632-6736.

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Mechanical

Issues Encountered	What to Check	If Yes	If No
Fixture doesn't stay at an angle when aiming	Is large vibration or some other force, other than gravity, causing the aiming angle to change.	Proceed to next question	Escalate to technicalsupport@ecosenselighting.com
	Can the fixture be tightened?	Tighten it to the max	
Fixture does not turn on	No electrical power to the fixture.	Proceed to next question	Escalate to technicalsupport@ecosenselighting.com
	Check the circuit breaker.		
	Is the cord damaged?	Replace with a functioning power cord	
	Wiring problem inside the fixture?	Did the fixture turn on before?	
		Escalate to technicalsupport@ecosenselighting.com	
Mounting screws are not working	Are you using a 4mm Hex Key for aiming? F080 Are you using a 5mm Hex key for aiming? F170		
No Junction Box came with the unit	Junction Box is not provided with any units		
Fixed cable lengths are inconsistent	Did you order an Interior Rated Cable? Did you order an Exterior Rated Cable (Side Exit); Surface mount Did you Order a Exterior rated cable (Bottom Exit)	IC Cable length: 0.48 m (19in) EC Cable length: 1m (39 in)	
Fixture doesn't light up on first turn on	If you experience a light misbehavior during first turn on that is normal as the fixture is trying to determine the power line condition.	After full dim up and dim down cycle, the light should start behaving as expected.	

LDCM

Issues Encountered	What to Check	If Yes	If No
Fixtures are not working with LDCM	Did you wire the input power to the output of the dimmer?	The LDCM is damaged and need to be replaced. Contact technicalsupport@ecosenselighting.com	Proceed to next question
	Try disconnecting the 0-10V control wires from the dimming system and see if the fixture turns on	If On: The dimming system is turn the LDCM off. Consult the dimmer manufacturer installation guide.	If Off: Test the fixture on a non-dimmed circuit by bypassing the LDCM and connecting the fixture directly to the input of the LDCM. Proceed to next question.
	Does the fixture work without the LDCM?	If Yes: LDCM is defective and needs to be replaced.	If not, Please see Fixture won't turn on.
Fixtures comes on, but does not dim with LDCM	Does the input voltage going into the LDCM match the required voltage of the fixture?	If Yes: Proceed to next question.	If Not: Rewire so the input voltage to the LDCM matches the voltage of the fixture.
	Are the positive and negative 0-10V wires on the LDCM connected to the corresponding positive and negative terminals on the Dimmer?	If Yes: And if fixture still doesn't dim, Contact technicalsupport@ecosenselighting.com	If Not: Rewire the 0-10V wires so the positive goes to the positive and negative goes to the negative. If this does not resolve the issue, escalate to technicalsupport@ecosenselighting.com

Dimmer

Issues Encountered	What to Check	If Yes	If No
<p>Fixtures will not turn on the lowest dimming setting (Pop-On)</p> <p>The Pop-on Effect results when the LED fixture does not turn on at its very lowest light level and the dimming level must be increased in order for the light to turn on. The voltage at which the light source begins operation is higher than the voltage of the dimmer's lowest</p>	Is the start up level of the dimmer set slightly higher than the lowest dim level?	And if the dimmer has to be set very high before the fixture turns on, escalate to technicalsupport@ecosenselighting.com .	<p>Program the dimmer so the start up level is slightly higher than the lowest dim level. If the dimmer does not have this feature set the lowest end trim to the start up level.</p> <p>If the dimmer doesn't have any trim features the dimmer will have to be manually adjusted higher to get the fixtures to turn on, then it can be adjusted to the lower dim setting.</p>

<p>setting, so therefore when the right level is reached the fixture “pops-on”. This occurrence happens regardless of the dimmer loading.</p> <p>It is common practice in the industry to set the trim on the low levels of the dimmer in order to prevent instabilities. Low end trim could be set high enough to guarantee no pop on behavior.</p>			
<p>Fixture turns off at the lower travel level of the dimmer before reaching the bottom. (Drop-Out)</p> <p>Drop out occurs where the light turns off (or “drops out”) as you decrease the dimming level, although you have not reached the bottom of the dimmer. This causes some dead travel at the low end of the dimmer. This is common due to the fact that different dimmer models have different values for their lowest, low end voltage.</p>	<p>Does the dimmer have a trim feature?</p>	<p>Set the low end trim of the dimmer to the lowest dimming level of the fixture before it turns off. If you are having trouble trimming the low end of the dimmer, please contact the dimmer manufacturer for help.</p>	<p>We recommend using a dimmer with low end trim. It is the only way to prevent drop-out.</p>
<p>Multiple fixtures turn on at different times (Popcorn Effect)</p>	<p>Are all the fixtures in question the same power level?</p>	<p>Proceed to the next question.</p>	<p>Having multiple power levels on one dimmer may result in some inconsistent startup times.</p>
	<p>Do the fixtures work turn on properly without the dimmer?</p>	<p>Contact the dimmer manufacturer for further assistance.</p>	
<p>Fixture does not dim up or down over a portion of the dimming range (Dead Travel)</p>	<p>Is the dimmer a reverse phase dimmer, also known as ELV or trailing edge?</p>	<p>Proceed to next question</p>	<p>Does the dimmer work on any other fixtures?</p>
	<p>Is the dimmer on the dimmer compatibility chart?</p>	<p>Proceed to next question</p>	<p>Replace the dimmer with one on the chart. If you would still prefer to use the dimmer installed escalate to technicalsupport@ecosenselighting.com.</p>

	Is the dimmer wired correctly?	Swap the fixture out with a different one.	Correctly wire the dimmer.
	Did this fix the issue?	Original fixture is defective and needs to be replaced. Escalate to technicalsupport@ecosenselighting.com.	Escalate to technicalsupport@ecosenselighting.com.
Fixtures will not dim with DALI or DMX	Is this installation in North America?	RISE cannot dim directly with DALI or DMX. There currently are no dimming modules that will convert DALI or DMX to ELV that work with RISE.	Proceed to the next question.
	Can a module be used to convert DALI or DMX to ELV?	See dimmer compatibility chart for DALI and DMX modules that work with RISE.	RISE cannot dim directly with DALI or DMX.

Electrical

Issues Encountered	What to Check	If Yes	If No
Fixture won't turn on	Is the leader cable wired correctly to the mains voltage?	Use a voltmeter to check the voltage. The meter should be in AC mode, and the acceptable voltage range is 90 V to 305 V AC. Proceed to the next question.	Then connect power to the leader cable as per installation sheet.
		Then this fixture is defective, escalate to technicalsupport@ecosenselighting.com.	
	Are you seeing the correct voltage?	Proceed to the next question.	Check the circuit breaker and all wire connections on the site to find the disconnected power source.

Is the power correctly turned on? Do other appliances work from the power outlet?	Then this fixture is defective, escalate to technicalsupport@ecosenselighting.com .	Power outlet may be compromised.
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Light Quality

Issues Encountered	What to Check	If Yes	If No
Color does not match expectations	Is the reflective surface painted white?	Proceed to the next question.	Any other color will distort the color of the light.
	Are the other fixtures in the space the same CCT and CRI?	Use a spectrometer to measure the CCT, CRI. For accurate measurements, it is best to measure light at least 6" from the fixture. Proceed to the next question.	Different CCT and CRI fixtures will look different. Reconfigure site so all of them match.
	Do these metrics match for all fixtures?	Escalate to technicalsupport@ecosenselighting.com .	RISE uses a single 3 step MacAdam ellipse bin which is very tight and consistent. Other manufactures use wider bins and may not match RISE.
Light distribution is inconsistent/non-uniform	Is there visible damage to the fixture?	The optics and/or LEDs could have become damaged, escalate to technicalsupport@ecosenselighting.com .	Proceed to the next question.
	Is there any rattling if the unit is gently vibrated?	The optics and/or LEDs could have become damaged, escalate to technicalsupport@ecosenselighting.com .	Proceed to the next question.
	Are you seeing the same thing across all fixtures?	The optics and/or LEDs could have become damaged, escalate to technicalsupport@ecosenselighting.com .	Proceed to the next question.
	Are all the units the same beam angle?	Escalate to technicalsupport@ecosenselighting.com	Different beam angles used in the same run will look inconsistent. Reconfigure the run so all the beam angles are the same.
Light seems to be cut off when I use a honeycomb louvre	Are you using wide beam angles with the honeycomb louvre?	Honeycomb should only be used to reduce glare on fixtures with grazing optics.	Is the louvre installed properly? Follow the installation guides to verify.
Color CCT does not match from unit to unit	Is there visible damage to the fixture?	The optics and/or LEDs could have become damaged, escalate to technicalsupport@ecosenselighting.com .	Proceed to the next question.
	Is there any rattling if the unit is gently vibrated?	The optics and/or LEDs could have become damaged, escalate to technicalsupport@ecosenselighting.com .	Proceed to the next question.
	Are you seeing the same thing across all fixtures?	The optics and/or LEDs could have become damaged, escalate to technicalsupport@ecosenselighting.com .	Proceed to the next question.
	Does the fixture label have the same CCT for all the fixtures in the run?	Escalate to technicalsupport@ecosenselighting.com	Reconfigure the run so the CCTs are all the same.

Optics

Issues Encountered	What to Check	If Yes	If No
Color filters are showing lines of other colors around the edges	Are you using a Honeycomb louvre to display the colored filter?	Adjust the filter to align with the honeycomb louvre properly. Proceed to next question. Use the installation guide for proper instructions.	Use a Honeycomb louvre to show the color filter.
	Did it fix the issue?		Have you tried a different color?
	Did it fix the issue?	The original color could have been damaged. Escalate to technicalsupport@ecosenselighting.com	The color filter could have become damaged, escalate to technicalsupport@ecosenselighting.com

Accessories

Issues Encountered	What to Check	If Yes	If No
I can't change the lens	Do you have the right hex key? For a F080 use a M2.5 hex key. For a F170 use a M3 hex key	Follow the installation guide instructions to change the lens.	Get the right hex key and follow the installation guide instructions.
I am having trouble removing the colored lenses.	Try using the suction cups provided to pull the lens out of the fixture.		
I wanted a 10X60 but messed up and ordered a 60X10. Is there anything I can do?	The 10X60 can be used as a 60X10 by changing the lens in the direction you want the light.	Follow the installation guide instructions to install the lens.	
The snoot / half snoot does not fit properly	Do you have the right hex key? For a F080 use a M2.5 hex key. For a F170 use a M3 hex key	Did you secure the wide angle clips in with the screws? If yes, Proceed to next question	Get the right hex key and follow the installation guide instructions.
		Tighten the screws in using the hex key.	
I can't get the Front Bezel, off of my fixture.	Are the screws loosened with a hex key?	The front bezel should remove easily once the screws have been loosened.	
The fixture is not as bright as I expected	Are the lenses securely in the fixture?	Do you have the correct CCT, CRI, and Lumen expectations?	Follow the installation guide instructions to secure the lenses.
		Review the order placed and installation guides for lumen outputs.	
There is water in my fixture and it no longer works	Is the fixture plugged into an electricity source?	Immediately shut off the electricity using the breaker or service panel.	Check for water source: leaking pipe above, rain, etc.

My fixtures are showing corrosion.	Have the fixtures been immersed for long periods under pressure? Also known as IP 68?	RISE fixtures are IP 66 rated and do not qualify for IP 68 conditions.	Are the fixtures still under the 5 year warranty?
		Escalate to technicalsupport@ecosenselighting.com	
The fixture on the ground stake won't stay upright	Is the ground soft?	Are you using a F170 Multi-head?	The ground stake is intended for support in soft ground
		The ground stake is not compatible with a F170 Multi-head. That requires a tenon mount which is available upon request.	
I pulled the captive screws out too far. What can I do?	Have the screws completely left the encasing?	Thread the screws back in using a hex key till the screws reach the bottom.	
I used a powertool to try to unscrew the fixture.	Are the screws stripped and unusable?	Escalate to technicalsupport@ecosenselighting.com . The fixture may have to be returned. The screws are intended to be removed only with a hex key.	Use a hex key to unscrew the fixture.

Tech Support Form

For technical assistance, please fill out this form and email it to techsupport@ecosenlighting.com To further address the issue you have encountered, please provide pictures and/or video.

today's date: customer name:

Qty of Fixtures total: Qty of Fixtures affected:

application for use:

(Bridge, Indoor, cove, Graze)

dimmer type: dimmer Model:

number of units per circuit:

serial numbers:

skus:

SUBMIT FORM