

Troubleshooting

This memo gives you a brief description as to what could potentially be causing the malfunction and procedure to fix it

1) Lights do not switch on when motion is detected

One of following could be the cause for malfunction

- a. Electrical connections may have been done incorrectly Please check to make sure the connections as shown in the **Ceiling sensor installation** document
- b. The LUX level is set too low. This applies to products that has a light sensor. Lux level setting control the value of light in the room. If it is set up to a very low value it would force the lights to turn off. Review the **Manual set up** document and change the Lux setting as per instruction
- c. The sensitivity level is set very low. Increase the sensitivity level.

2) Lights are always on even when the area is empty

One of following could be the cause for malfunction

- a. The LUX level is set too High. The applies to product which includes a light sensor. Lux level setting control the value of light in the room. If it is set up to a very high value it would force the lights to turn on. Review the

Manual set up document and change the Lux setting as per instruction

- b. The sensitivity level is set very high. Decrease the sensitivity level
- c. Sensor is mounted too close to a Heat source like a heat lamp, rotating fan, an AC vent or other sources of heat that could potentially appear as a human body movement to the sensor. These sources should be at least one meter away from the sensor and should not be directly facing the sensor. If problem persists decrease the sensitivity level
- d. If the sensor set up was done using a remote control, than along with the above issues the following may also be the reasons for malfunction
 - i. Sensor has been set up in Burn-in mode. Please make sure if the sensor needs to be in that Burn-in mode or not. If not required remove it from Burn-in mode
 - ii. Make sure that the sensor is not in disable occupancy mode

3) Lights go OFF when there is motion

One of the following could be the cause for malfunction

- a. The Delay time is too low: The delay time is set too low and the movement within the room is also at a low level. Review the **Manual set up** documents and increase the delay time setting by turning the potentiometer towards a higherdelay

- b. On sensors that includes a light sensors: The light level in the room is controlled by the sensor and if the light level programmed on the sensor is lower than what is available from natural sources then the sensor turns off the light. This is not a malfunction unless the lights are off when no natural light is available than you need to increase the Lux level set up on the sensor

4) Lights come on when there is no motion

One of the following could be the cause for malfunction

- a. The sensitivity level is set very high. Decrease the sensitivity level
- b. Artificial triggers: Sensor is picking up motion from outside of the area of interest (ex. somebody walking in the corridor outside of the room where the sensor is installed). Could be solved by either turning down the sensitivity or partially masking the lens that is picking up these stray triggers
- c. Sensor is mounted too close to a Heat source like a heat lamp, rotating fan, an AC vent or other sources of heat that could potentially appear as a human body movement to the sensor. These sources should be at least one meter away from the sensor and should not be directly facing the sensor. If problem persists decrease the sensitivity level

5) Lights frequently turn on and OFF for no apparent reason

One of following could be the cause for malfunction

- a. The sensitivity level is set very high. Turn down the sensitivity level on the potentiometer
- b. Sensor is mounted too close to a Heat source like a heat lamp, rotating fan, an AC vent or other sources of heat that could potentially appear as a human body movement to the sensor. These sources should be at least one meter away from the sensor and should not be directly facing the sensor. If problem persists decrease the sensitivity level
- c. Make sure the sensor is not in security mode