Frequently Asked Questions (FAQ)

XR 330 Framing (PR-2357)

Trouble shooting	Cause	Remedy
Fixture is completely dead.	No power to fixture.	Check that power is switched on and external cables are plugged in.
	Primary fuse is blown out.	Disconnect the fixture and replace it with a good one in the same type.
	Power supply is faulty.	Check the 100-250V INPUT and output 380V/24V OUTPUT of power supply with a multi-meter, replace it if necessary.
No light or the lamp doesn't turn on.	Dimmer blades are closed.	Remove head covers and check if the lamp is on or not; check if the dimmer blades can work normally.
	Lamp is blown out.	Disconnect fixture and replace the lamp.
	Power supply is faulty.	Check the100-240VAC INPUT and 380VDC OUTPUT of power supply with a multi-meter, replace it if necessary.
	Ballast is faulty.	Check the ballast and replace it if necessary.
Lamp cuts out intermittently.	Fixture is too hot.	Check if the fans are working normally, allow the fixture to cool. Clean the fixture and reduce the ambient temperature.
	Thermostat is faulty.	Check the thermostat, replace it if necessary.
Fixtures respond erratically or not at all to the controller.	Bad DMX data link.	Check the connections and cables, correct the poor connections if need. Repair or replace damaged cables.
	Incorrect addressing of fixtures.	Check fixture address and protocol settings.
	One of the fixtures is defective and disturbs data transmission on the link.	Unplug the XLR in and out connectors and connect them directly together to bypass one fixture at a time until normal operation is regained; check and replace the display PCB of the fixture it if necessary.
Color (Gobo, Focus, etc) is not located in the correct position.	Magnetic sensor is out of proper distance.	Check and try to readjust the distance between wheel and magnetic sensor, to be within 1.0-2.5mm.
	Magnetic sensor is faulty.	Check the wires and magnetic sensor itself, replace it if necessary.
	Motor Drive PCB is faulty.	Check the wires and PCB itself, replace it if necessary.
Pan/Tilt doesn't work correctly.	No power to motor.	Check the wires and motor itself, replace it if necessary.
	Mechanical deformation.	Check the Pan/Tilt sleeve, try to adjust the motor bearing and drive belt to proper tightness.
	Pan/Tilt encoder is faulty.	Check the optical coupling PCB and tooth wheel, replace them if necessary.
	Pan/Tilt sensor is faulty.	Check the wires, readjust the distance between magnet and magnetic sensor to be within 1.0-2.5mm.
	Pan/Tilt drive PCB is faulty.	Check the 24VDC INPUT from power supply, wires and the PCB itself, replace it if necessary.