

OUTDOOR LED LIGHTING

TROUBLESHOOTING GUIDE

MCGRAW-EDISON

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STREETWORKS



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SAFETY FIRST

This guide is intended to assist qualified electricians and technicians in identifying potential issues with Cooper Lighting Solutions Outdoor LED fixtures. If you are not a qualified professional, do not attempt to diagnose or repair electrical fixtures. Incorrect handling may void warranties and pose serious safety risks. Please refer and adhere to the applicable product installation/use guides.

Important Notes

Qualified professionals only: This guide is not a substitute for professional electrical expertise. If you are uncertain about any troubleshooting step or encounter issues not covered here, contact a qualified electrician.

Warranty: Tampering with or modifying fixtures may void the product warranty. Refer to the product documentation for specific warranty details.

Liability: Cooper Lighting Solutions is not responsible for any damage, injury, or loss resulting from the use or misuse of this guide.

General Inspection and Safety Precautions:

Before you begin	<p>Disconnect power: Always turn off the power supply to the fixture at the circuit breaker before attempting any troubleshooting or maintenance.</p> <p>Safety first: Wear appropriate personal protective equipment (PPE) when working with electrical components.</p>
Visual inspection	<p>Wiring: Examine all wiring connections for signs of damage, looseness, or corrosion. Ensure proper connection at the power source, photocontrol, surge modules (if applicable), LED drivers, and LED modules.</p> <p>Physical damage: Check for any visible damage to the fixture housing, lenses, or components.</p>



Troubleshooting Specific Issues

Issues	Possible Causes	Suggestions
Fixture does not illuminate	Power source	Verify that the power supply to the fixture is active using a multimeter or other appropriate testing device.
	Photocell	If the fixture is equipped with a serviceable photocell, replace the photocell with a shorting cap to test if the fixture will light.
	Voltage	Confirm that the input voltage to the LED driver matches the driver's specifications.
	Driver output	Check that the voltage output from the LED driver is appropriate for the connected LED modules.
Flickering or intermittent light output	Wiring	Double-check all wiring connections for tightness and security.
	Driver compatibility	Ensure that the LED driver is compatible with the specific LED modules installed in the fixture.
	Dimming	If the fixture is part of a dimming system, ensure that the dimmer is compatible with the LED driver and that the minimum dimming level is not set too low.

Seeking Further Assistance

If troubleshooting does not resolve the issue, please contact Cooper Lighting Solutions customer support for additional assistance or to initiate a service request.

[Lighting Technical Support | Get Help With Your Lighting | Cooper Lighting Solutions](#)

Disclaimer

The information provided in this guide is subject to change without notice. Cooper Lighting Solutions makes no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability, or availability with respect to the information contained in this guide.



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