

EELP, Inc. Generic Trouble-Shooting Guide

EMERGENCY LIGHTS:

If the unit does not light up (LED indicator does not come on)...

- Check to see if the supply wires are properly connected. Mis-wiring (connecting 277V input to a 120V wire or vice versa) can either cause the unit to burn or not turn on. In some cases there might be a gap between the input clip and the board. Check to make sure the clip sits correctly on the board.

Unit does not come on in emergency...

- The battery in the unit needs to be connected right after AC power is supplied to the unit, so make sure that gets done. Also the battery needs to charge for a couple of hours before doing any tests. 24-hr recharge is required for a full 90-minute emergency operation.

If battery connected; Unit still doesn't come ON in emergency...

- Battery should have been in a charging mode for at least a couple of hours. Further lamp connections could be checked. If they are all good, then call EELP for further assistance.

If LEDs in the COMBO unit come on, but the lamps don't come on in the emergency mode...

- Lamp connections need to be checked...also make sure lamps are in good condition. The battery also needs to be charged for a few hours in order to be able to light up the lamps. If all these conditions are met and the lamps still don't come on, then the battery might need to be replaced. EELP needs to be contacted for further information on this.

EXIT SIGNS:

If unit does not light up (LED indicator does not come on)...

- Check to see if the supply wires are properly connected. Miswiring (connecting 277V input to a 120V wire or vice versa) can either cause the unit to burn or not turn on. In case of an EXIT-only sign, make sure that the transformer is connected to the LED board.

If LED indicator comes ON, but the sign doesn't light up...

- In case of an EXIT-only sign, the LED board could be bad and needs to be replaced (contact EELP for further information). In case of a COMBO unit, make sure the LED strips are properly connected to the PCB board.

If unit does not light up in emergency mode...

- The battery needs to be connected to the board for the unit to operate in emergency mode. Make sure the battery has been charged for atleast a couple of hours before doing any initial tests. 24-hr recharge is required for a full 90-minute emergency operation.

If battery is connected and unit still does not come on in emergency mode...

- Make sure the battery has been charged for a couple of hours before doing any initial tests. If it is indeed charged and the unit still doesn't light up, then the battery might need to be replaced. EELP needs to be contacted for further help on this.