



Installation / Trouble shooting guide for The RETRO 500

Test dimming compatibility. Not all dimmers are created the same. For assistance with dimmers, please call 1-866-282-8382.

If your fixtures are not dimming smoothly to expectations, please try some of the following troubleshooting tips if your existing dimming system is equipped with such features.

- Adjust Zero Crossing/Rise Time on your dimmer system. Some high grade DMX controllable dimmer systems will allow you through either software, or dimming module to adjust the Zero Crossing/Rise Time of the dimmer. This was a feature in dimming systems to minimize the audible vibrations of a tungsten filament. This feature can now be used in situations where there may be dirty power in the building in order to help reduce any odd power behaviors in the LED engine.
- Enable 16 bit dimming on your DMX Dimmers. What we have found in some instances is that the dimming software in each processor can be different depending on the version of code that is currently installed. As Tungsten is a very forgiving Light source, LED's are prone to be very sensitive to the power being given to the device. Remember that the power going to the fixture is supplying power as well as signal to the unit.
- If you are using an ETC (Electronic Theatre Controls) dimming cabinet with a Paradigm or Sensor 3 Processor, you can enable the "Smoothing" dimmer curve. By using this curve it allows the unit to have a slow reactionary time while fading so not to cause any visual stepping of the lead dimming over 8bit DMX which only uses 256 steps to dim to 0%
- Check to make sure that there is nothing else plugged into the power source for the dimmer rack, IE Power conditioners, Computers, audio devices or motors as this may cause harmonic noise on the neutral and can cause the LED driver to not perform as intended. Again, if you are able to adjust the Zero Crossing on the dimmer, as stated above, then you can raise that and see if the problem still persists.
- Add a LED Dummy load to the system. SCR dimmers generally require a load of at least 100 watts in order to have the DIAC latch open. Most of the time this problem is solved by having at least a 50' cable distance between the dimmer rack and the first fixture, in order to put enough resistance on the line in order to dim the unit properly.
- In some old dimming systems, the dimmer is using a resolution of only 128 steps vs the 256 steps traditionally used by DMX.

While testing the unit in the field with the end user, please take note of the end results in terms of aesthetics. In some cases, it may prove more pleasing to use a lower profile optic in place of the taller optics.



Make sure that the fixture is not sealed. The RLED is constantly recirculating fresh air throughout the can in order to keep the LED cool, this ensures full term life of the LED Engine.

If you are in need of multiple demo kits in order to figure out optics spacing and output, please contact your local sales representative or contact the factory at 1-866-282-8382.

Check the depth of the lighting fixture you are retrofitting to. Depending on the type of lamp socket the fixture has, an adapter may be need to allow the retro to be installed,

Check the existing wiring. In some bare ends installations, there have been reported cases of old wiring being made with asbestos or the wire has had the insulation melted into the wire strands. These issues make it very difficult to get a good connection while attaching the wago locks or wire nuts.

Make sure the existing lamp socket is not damaged or corroded from time and usage. In certain installations there have been cases of the lamp sockets having to be replaced. (More so in 500 Watt E11 fixtures) These type of fixtures are famous for burning up the socket and it may need to be replaced before putting another light source into it. It is always a good rule of thumb to check the inside of the cans for any old and frayed wiring that may interfere with the installation into the fixture.

A division of the Signature Products companies.



CANTOUS 



For more information, please call us at 1.866.282.8382 or visit www.rledlighting.com at 1.888.252.5912 or visit www.cantousa.com

Manufactured and distributed by **CANTOUS** 