

EC  SENSE®

LDCM – TROUBLE SHOOTING GUIDE

A comprehensive trouble shooting guide for LDCM

This guide is designed to help you easily and quickly troubleshoot common issues in the field.

For these issues that are not resolved with the trouble shooting action, simply fill in the form on the last page and submit to technicalsupport@ecosenselighting.com or call Customer Service at 855-632-6736.

LDCM

ISSUE ENCOUNTERED	WHAT TO CHECK
Fixtures aren't working at all with LDCM	<p>Did you wire the input power to the output of the dimmer?</p> <p><u>IF YES</u></p> <p>The LDCM is damaged and needs to be replaced, contact technicalsupport@ecosenselighting.com.</p> <p><u>IF NOT</u></p> <p>Proceed to the next step.</p>
	<p>Try disconnecting the 0-10V control wires from the dimming system and see if the fixture comes on.</p> <p><u>IF ON</u></p> <p>The dimming system is turning the LDCM off. Please consult dimmer manufacturer installation guide.</p> <p><u>IF OFF</u></p> <p>Test the fixture on a non-dimmed circuit by bypassing the LDCM and connecting the fixture directly to the input of the LDCM. Proceed to the next question.</p>
	<p>Does the fixture work without the LDCM?</p> <p><u>IF YES</u></p> <p>The LDCM is defective and needs to be replaced. Escalate to technicalsupport@ecosenselighting.com.</p> <p><u>IF NOT</u></p> <p>Please see Fixture Won't Turn On in the Electrical section.</p>
Fixtures come on, but aren't dimming with LDCM	<p>Is the fixture you are connecting to the LDCM ELV dimmable?</p> <p><u>IF YES</u></p> <p>Proceed to the next question.</p> <p><u>IF NOT</u></p> <p>LDCM will not work with non-ELV dimmed fixtures.</p>
	<p>Does the input voltage going into the LDCM match the required voltage of the fixture?</p> <p><u>IF YES</u></p> <p>Proceed to the next question.</p> <p><u>IF NOT</u></p> <p>Rewire so the input voltage to the LDCM matches the voltage of the fixture.</p>
	<p>Are the positive and negative 0-10V wires on the LDCM connected to the corresponding positive and negative terminals on the Dimmer?</p> <p><u>IF YES</u></p> <p>And if the fixture still doesn't dim, escalate to technicalsupport@ecosenselighting.com.</p> <p><u>IF NOT</u></p> <p>Rewire the 0-10V wires so the positive goes to positive and negative goes to negative. If this did not resolve the problem escalate to technicalsupport@ecosenselighting.com.</p>
Fixtures come on, but they flicker or strobe	<p>Are the output neutral and hot (grey and red wires labeled "output") going directly to the fixtures and nothing else? Neutral sharing will not work with the LDCM.</p> <p><u>IF YES</u></p> <p>Then rewire the circuit. If the fixtures continue to flicker proceed to the next question.</p> <p><u>IF NOT</u></p> <p>Proceed to the next question.</p>
	<p>Has the maximum wattage of the LDCM been exceeded? Maximum wattage is 450W at 120V and 1000W at 277V.</p> <p><u>IF YES</u></p> <p>Reduce the load on the circuit and retest. If it still flickers it was likely damaged from the over loading and will need to be replaced. Please contact your local distributor to order a replacement.</p> <p><u>IF NOT</u></p> <p>Escalate to technicalsupport@ecosenselighting.com</p>

TECH SUPPORT FORM

For technical assistance, please fill out this form and email it to technicalsupport@ecosenselighting.com.
To further address the issue you have encountered, please provide pictures and/or video.

Today's Date:

Customer Name:

QTY of Fixtures Total:

QTY of Fixtures Affected:

Application for Use:
(Bridge, Indoor, Cove, Graze)

Dimmer Type:

Dimmer Model:

Number of Units per Circuit:

Serial Numbers:

SKUs: