



## Tips & Troubleshooting

### Active Cooling System.

If the Active Cooling System isn't working properly, fixture performance and bulb life will suffer and the ballasts may get too hot and fail over time. Here are few things to consider:

- Air blows into the fixture from the top. For adequate air flow, it's important to have at least a few inches of space between the top of the fixture and the ceiling, canopy, etc. Adequate space is also needed on the side of the fixture opposite the lamp-cord to allow the hot air to exit the fixture.
- The metal endplate with the gap at the bottom should be on the opposite side of the lamp cord. This is important because air blows into the fixture from the top, along the internal channel where the ballasts and wire are housed, through the holes cut in the fixture housing, along the bulb channel and then out the side of the fixture, opposite the lamp cord.
- For installations inside a canopy or other enclosure it's important to cool the entire canopy or enclosure in addition to using the Active Cooling System on the fixture.
- Clean the fans. Dust, debris and salt creep are typically part of any installation and the fans will most likely get dirty. It is recommended to remove and clean each fan on a regular basis.

### One or more bulb does not fire, or flashes on and goes out.

In most cases this is caused by an incorrectly installed or defective bulb. Check to make sure all bulbs are seated correctly in the bottom of each socket. If any single bulb is no longer working or is incorrectly installed, both bulbs on that shared ballast will not fire since it will create a gap in the circuit. If re-installing does not fix the issue, test each bulb in a known working location of the fixture. If all bulbs light up and stay on in known working location, it is likely one of the ballasts has gone out.

### Fixture trips the GFI outlet.

The T5 ballasts are UL Certified and feature a built-in protection circuit that will turn the ballast off in case of electrical arcing or lamp failure. This circuit makes the use of a GFI unnecessary. If you would still like to use a GFI make sure the trigger point is greater than 1.0 milliamp.

### Fixture trips the circuit breaker or fuse.

Most residential circuits can only handle an electrical load of 15 amps each. Please make sure you are not overloading the circuit with too many lights, aquarium equipment or other appliances. If you require more electrical items to be run off the same circuit, please contact a licensed electrician.

### Fan(s) do not turn on.

In some cases, the fan guard(s) can get pushed down which can prevent the fan from spinning freely. If required, gently pry up the metal fan guard with a flat blade, being careful not to bend or damage the metal. If this does not resolve the issue, remove the fan from the housing and check that both fan wires are securely attached to both the body of the fan and the wire connectors inside the housing. Also inspect fan(s) for any signs of moisture damage.

In addition, fan information may be specific to your fixture. Please review the troubleshooting information that follows for your fixture.

### SunPower Only

#### Fan(s) do not turn on.

The fans are polarized and will not turn on if the polarity of the fans does not match the polarity of the AC-DC adapter. Changing the polarity of the AC-DC varies depending on the model of the AC-DC adapter. On some models of AC-DC adapters, the plug/tip on the end of the wire lead will need to be pulled off and rotated 180 degrees to change the polarity. On other models, simply move the switch from + to - to change the polarity. For optimal performance the AC-DC Adapter should be set to 9.0V.

### LED Powermodule Only

#### Factory Reset

If you would like to reset the fixture to the default factory settings, press the center button once followed by the up button one time. Press the center button to select 'default' and then press the right button to select 'YES'.

### Dimmable SunPower / LED Powermodule Only

#### Fan Speed.

The fans are thermostatically controlled and the fan speed will vary depending on the temperature of the fixture. If the fan(s) do not turn on in Test Mode (Dimmable SunPower) or Demo Mode (LED Powermodule), please see the section titled 'Fan(s) do not turn on.'

#### Lights do not turn on when programmed.

Check the clock to ensure it is set to the proper time and double-check the saved controller settings.

#### Fixture does not run at max set intensity (Safe Mode).

The Safe or Protection Mode is indicated by an exclamation point in the upper right hand corner of the controller screen. This indicates that the fixture is too hot and, as a result, the controller is automatically dimming the bulbs to prevent damage to both the bulbs and ballasts. If the fixture runs in Safe Mode on a regular basis, this typically indicates that the installation is too hot and steps should be taken to provide additional cooling. Please see section titled 'Active Cooling System' for assistance.

#### Fixture is plugged in, but nothing happens.

If the controller display is off/not illuminated, make sure the fixture is plugged in properly and check that the electrical breaker or GFI outlet is not tripped.

If the controller display is on and only square boxes appear, this indicates that the controller is in Power Save Mode. Unplug the fixture's power cord from the outlet for 60 seconds and then plug it back in. The controller should restart. If it does not, the fixture will need to be unplugged for 15 hours in order to completely reset the controller.

### Still need more help?

If you need additional assistance, please contact your dealer. If after contacting your dealer you require further assistance, please contact ATI customer service at 303-459-2119 or [customerservice@atinorthamerica.com](mailto:customerservice@atinorthamerica.com). We are here to help.





## Safety

Please take great care when installing and using this light fixture. This is an electrical device and, as with any electrical device used in or around an aquarium, caution needs to be exercised. Failure to do so may result in electrocution, fire, serious bodily injury or even death. Please follow these safety requirements carefully, as failure to do so will void the warranty and could cause serious safety hazards.



**NEVER** operate the fixture in a wet location.

**NEVER** touch the fixture when your hands are wet.

**NEVER** touch the fixture when your other hand is in the tank or in another body of water.

**NEVER** touch the bulbs or sockets while the fixture is on.

**NEVER** operate the fixture if it has been damaged or malfunctioning.

**NEVER** hang or grab the fixture by the electrical cord.

**NEVER** re-wire, re-configure or modify the fixture in any way.

**NEVER** use the fixture without the acrylic shield.

**NEVER** hang the fixture by the power-cord.

**NEVER** use any bulb if the exterior is damaged in any way.

**NEVER** use with generators.

**NEVER** block the fans/fan guards while running.

**NEVER** block the air/cooling vent on the side of the fixture that is opposite the power cord.



**ALWAYS** unplug the fixture before replacing bulbs or doing any other work on the fixture.

**ALWAYS** let the bulbs cool completely before touching.

**ALWAYS** make sure the fixture is hung securely before operating.

**ALWAYS** provide at least 2 inches between the fan and ceiling/enclosure above.

**ALWAYS** provide at least 2 inches between the cooling vent on the side of the fixture and the wall/enclosure.

**ALWAYS** keep away from children.



## ATI Limited Warranty

ATI warrants this product against defects in material and workmanship under normal use for 1 year from the date of original purchase. During this warranty period ATI will, at the company's discretion, repair or replace the defective product or any of its components without additional charge for parts and labor. This warranty may be enforced by the original purchaser only and is not transferable. All subsequent purchasers acquire the product "as is" without the benefit of the limited warranty.

Inbound shipping is to be paid by the customer including insurance costs and other related expenses. If repairs are covered by the Limited Warranty, ATI will pay all return shipping charges to any destination within the United States. All return shipments will be sent via Ground service. Expedited shipping is at the customer's expense.

Please keep all the original packaging in case the product needs to be returned or shipped again. Using the original packaging will help minimize the chance of product damage during transit.

### Exclusions

Damage resulting from failure to maintain or use the product in accordance with the manufacturer's instructions, damage resulting from accident, abuse, alteration, misapplication, misuse, modification or neglect or damage resulting from repair or attempted repair by anyone other than ATI or its Authorized repair centers, is not covered by this warranty.

### Exclusion of Certain Damages/Losses

ATI nor any of its authorized dealers are responsible for any incidental and consequential damage including but not limited to commercial loss, incidental expenses or inconvenience.

### Limitation of Implied Warranties

There are no warranties which extend beyond the face of the ATI Limited Warranty. ATI disclaims all other warranties, express or implied, regarding this product, including any implied warranties of merchantability or fitness for a particular purpose. Some states do not allow the exclusion of the implied warranties.

### Other Legal Rights

This Limited Warranty gives you specific legal rights. You may also have other rights which vary from state to state.

### Warranty Service

For warranty service, parts and/or repair services, please contact your dealer. If you need assistance, contact ATI customer service at 303-459-2119 or [customer@atinorthamerica.com](mailto:customer@atinorthamerica.com).

