

## Troubleshooting lighting issues

### 1) A mover's lamp is not on.

- a. Do you have manual control of the light? Always check and see if you need to press "clear".
- b. "Strike" the mover again. Wait 2 minutes before confirming if the "strike" worked.
- c. If "strike" has still not worked, confirm that the mover has power. You can do this by going through the program to see if the mover is actually moving through the cues. If its not moving, trace power cord
- d. None of the above worked – turn in a ticket

### 2) A mover's lamp was on but turned off.

- a. Do you have manual control of the light? Always check and see if you need to press "clear".
- b. "Strike" the mover again. Wait 2 minutes before confirming if the "strike" worked.
- c. If the "strike" works but the lamp goes off again, this means that the light is either overheating or needs a new lamp. Turn in a ticket

### 3) A mover has a very loud noise coming from it.

- a. This means a fan inside the light is going bad. If it doesn't stop after a couple of minutes and it's a light that is on a tower or sitting on the floor, douse and unplug that light. Each tower has power running down the side, so its easy to reach.

### 4) Floor led is not turning on.

- a. Do you have manual control of the light? Always check and see if you need to press "clear".
- b. Confirm fixture has power. You can do this by looking at the bottom of the light. There is a red light to let you know it has power.
- c. If it has power but the display on it is flashing, trace the dmx cables and make sure all the connections are tight
- d. All of the above has not worked, turn in a ticket