

TROUBLE SHOOTING

Electric Lights

Jazz

FX

Jazz/FX Spa

Fiber Illuminators

Note: For proper trouble shooting have your model number ready. It is located on the outside of your Illuminator on a Fiberstars sticker.

6000 Series

2000 Series

FS4/FS5 Series

FS3/FS-FIB-250 units

UI units

Remotes

RM400 – Used with all Fiberstars Illuminators

RM6000 – Used with 6000 Series Illuminators

RM1 – Used With 2000 Series Illuminators

RM2 - X-10 remote–Mostly used with FS4/FS5/FS3/FS-FIB-250 Illuminators

Trouble shooting for fiber Units only

1. My unit is not working

*Check to see if you hear the fan running inside of your illuminator. If.....

A.) you hear fan running, no light

B.) you hear no fan and see no light

2. Illuminator turning off and on by itself.

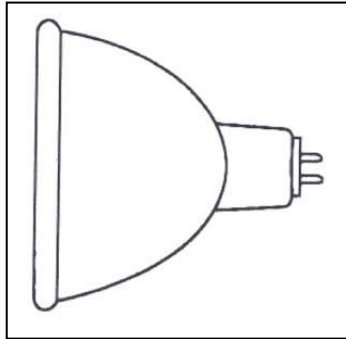
3. Color wheel not rotating

4. Change or decrease in brightness

5. How do I replace the lens in my pool/application?

NO LIGHT BUT THE FAN IS RUNNING

If you hear power (fan running) to your Illuminator but there is no light. It is most likely your light bulb has blown out.

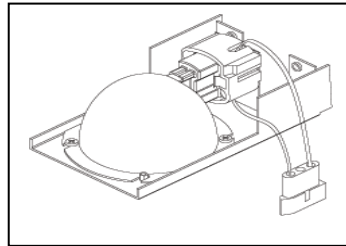


Note:
The HI-111 and the HI-110 have been replaced with the ELC lamp – 24V, 250 W

This lamp for Models
FS-FIB-250 series
FS3 series
FS4 series
FS5 series
1500 series
2000 series

Make sure power is off to your illuminator. To replace this lamp you will first need to remove any screws that hold the lid on. Remove lid. You will see the lamp. It will be plugged into a ceramic lamp socket. Pull the lamp out of the socket. It may be a challenge to pull it out (keep trying). Try wiggling it and pull the lamp out. Replace with new lamp.

Do not touch glass bulb.



This lamp is for 6000 series illuminators.

Make sure power is off to your illuminator. To replace this lamp you will first need to remove any screws that hold the lid on. Remove lid. You will see the lamp towards the top. The whole lamp assembly needs to be replaced in these units (do not pull bulb from assembly). There are 2 screws and a plug to remove lamp assembly. Replace with new lamp. Do not touch glass bulb.

Contact a service center in your area

SEE NO LIGHT, AND HEAR NO FAN



Step 1. You want to check the GFCI.

The main reason these Ground Fault Circuit Interrupters (GFCI) are required is to protect you from a shock in locations near water.

What does your GFCI look like?

The most common GFCI looks like a regular receptacle installed in a wall except it has "test" and "reset" buttons on it. If the GFCI trips, the reset button will pop out and it simply needs to be pushed back in to reset the device. Note that a single GFCI can protect several standard receptacles (wall outlets). GFCI can also be built into the breakers that are installed in your electrical panel.

Where will your GFCIS be located?

It is set somewhere away from your illuminator. Possibly near the pool equipment room. You may call your pool builder and ask where he may have installed it.

How do I reset the GFCI?

If a GFCI turns a circuit off, it must be manually reset. You must locate the GFCI that protects the receptacles that are dead. Simply push in the reset button on the face of the GFCI to restore power. Note that if the power does not come back on when the button is pushed, the overcurrent breaker in the panel board may have also tripped. It is necessary to turn these breakers "off" and then firmly turn them to the "on" position. Do not assume that the breakers are on just because they all appear to be. Physically turn each one "off" and then back "on." Then recheck the GFCI by pushing the test and reset buttons again.

- A.) If reset button does not stay in, it could be possible bad GFCI. Locate a service center in your area.
- B.) If reset button stays in and still no power go to step 2.

Step 2. Take the lid off of your Illuminator box. Make sure to remove any screws.

- A.) If you control your illuminator by remote, go to step 3.
- B.) If you control your illuminator manually go to step 4.

Step 3. You first want to see if your Illuminator can be operated manually.

- A.) If you do not have toggle switches your unit is controlled by an external remote go to step 4.
- B.) If you have toggle switches flip them both in the up position to control the illuminator manually. This will override any remotes that you may be using.
- C.) If you hear power (the fan running) This means that your remote could have possibly failed..

Step 4.

If controlled by an external remote system (wall switch, pool control panel) the main power fuse may be bad. You can change the fuse by locating the black wire towards the bottom of your illuminator. The main power fuse is on the black wire.

(see parts breakdown for your model to get part number.)

Contact a service center in your area

ILLUMINATOR TURNING OFF AND ON BY ITSELF

1. Check Illuminator location for adequate ventilation.
2. Make sure the fan is running in your Illuminator. If you do not hear a fan running, Its possible there may be debris in the fan. With the fan not running, this will cause unit to over heat. Remove any screws that hold the lid on. Take lid off. Check the fan in the illuminator. Clean any debris in fan. (when cleaning fan make sure power is off).
Give fan a little push to make sure nothing is blocking it from rotating.
3. Turn power on and see if fan runs. If the fan still does not rotate contact a local service center.
4. Make sure vents are clean on the illuminator.

See parts breakdown for your model for part number

COLOR WHEEL NOT ROTATING

These instructions only apply to the following illuminators...
2000 and 6000 series, FS4C, FS5C, FS3C, FS-FIB-250EG

Step 1. Take the lid off of your unit. Make sure to remove any screws.

- A.) If you control your illuminator with a remote, wall switch, or control panel go to step 2.
- B.) If you control your illuminator manually go to step 3.

Step 2. You first want to see if your illuminator works manually. Locate two toggle switches that are on the out side of your illuminator.

- A.) If you do not have toggle switches go to step 4.
- B.) If you have toggle switches flip them both in the up position to control the illuminator manually. This will over ride any remotes that you may be using.
- C.) If color wheel doesn't rotate go to step 3.
- D.) If color wheel rotates this means that your remote is possibly bad. You will need to replace the receiver inside your unit. See parts breakdown on your illuminator for part number.

Step 3. Locate the color wheel in the illuminator. Under the color wheel you will see the motor and gears. Clean out anything you might see. Make sure that there is no debris or wires near the color wheel. This could prevent the color wheel from rotating. If you don't see anything you can give the color wheel a slight push clockwise to see if the color wheel moves. If color wheel moves then that means there is nothing stuck in the gears. The color wheel motor is possibly bad.

Step 4.

If controlled by an external remote system (wall switch, pool control panel) the color wheel fuse may be bad. You can change the fuse by locating the brown wire towards the bottom of your illuminator. The color wheel fuse is on the brown wire.

These are general trouble shooting tips. For more detailed please see the install manual for your model Illuminator.

(See parts break down for your model to get replacement part numbers)

Contact a service center in your area

DECREASE IN BRIGHTNESS

If you are having brightness issues you can check the following....

Open your light box. Check the fiber port assembly. The port assembly is located underneath the color wheel. If you have a white light unit the port assembly is under the lamp. Fibers should be cut flush with the port assembly tip. Fiber should not be sticking out or sunken in the port assembly tip. If they are sticking out of the port assembly, get the model number off of the outside of your illuminator. Then look at the install manual for re-porting instructions.

Note: different models have different instructions for porting.

If you have a 6000 series Illuminator



- Lamp at the end of its life will start to dim out.
- Check the hot mirror bracket (located under the lamp) and color wheel (located under the hot mirror). If the color wheel/hot mirrors appear to be dusty, you can clean with diluted soap and water with Q-tip gently.
- If hot mirrors appear to be cloudy. You will need to replace the hot mirror bracket assembly.

All units

*Color wheel may be dusty. You can clean with diluted soap and water with Q-tip gently.

Checking the lens at the pool end

Look at the lens in your pool.

- Check for water in your lens. There should be no standing water in the lens. A little condensation is ok.
- Over a period of time algae may have built up. This may affect the light output.
 - Click the link below and follow the steps to replace the lens.

[Replacing the lens in your pool](#)

If these steps are not working [contact a local service center.](#)

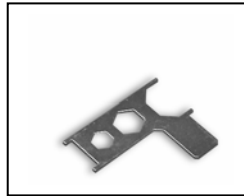
(See parts break down for your model to get replacement part numbers)

REPLACING THE LENS IN YOUR POOL/SPA/APPLICATION

Note: This only applies to the flat lens and bubble lens that screws into the wall fitting.

Step 1. Lower the water level below the lens.

Step 2. Use the lens tool (FS-117) or you can use a pair of needle nose pliers to un-screw the lens.



Step 3.

A.) If there is any water in lens, let drain and dry out.

B.) If algae, you can clean the lens and end of fibers with diluted soap and water gently. DO NOT use any cleaning chemicals. Let dry.

Step 4. Always replace the large o-ring.

Step 5. Use a few wraps of Teflon tape (found in most hardware stores) around the treads of the lens. Screw back in. Do not over tighten lens. If you over tighten the lens it may crack.

Part Numbers

Broadcast Lens B11458

Fiber Glo Lens B10724

Even Glo Lens B9937

Large O-Ring 22-15006-00

