



# Troubleshooting

**Table 2:** Troubleshooting table for Decorative Lighting Company's festoon lighting system.

Issue	Checklist	Aged Cause
<b>Festoon globes not going at all</b>	<ul style="list-style-type: none"> <li>—Check power is ON at the power point or extension lead.</li> <li>—Ensure good connection between power supply and first <b>FB</b></li> <li>—Check pins are not crooked within socket</li> <li>—Ensure male connection is sleeved fully into the female connectors (figure 11)</li> </ul>	<ul style="list-style-type: none"> <li>—Power supply not working or Globes have expired</li> <li>—Damage or stretching of male or female connector</li> </ul>
<p><b>(1) Single or multiple globes not going on working single Belt</b></p> <p><b>(2) No power in single or multiple sockets on working Festoon Belt</b></p>	<ul style="list-style-type: none"> <li>—Ensure globe is adequately tightened into socket, do not over tighten</li> <li>—Check globe in another socket to ensure the globe hasn't expired</li> <li>—Turn power off and adjust internal brass connectors within the festoon socket</li> </ul>	<ul style="list-style-type: none"> <li>—Expired globe (s)</li> <li>—No power running to the socket due to stretching damage to socket from <b>FB</b> being strung in over extended situations</li> <li>—No power running to the socket due to damage to socket from rough use or <b>FB</b> being dropped from height</li> </ul>
<b>Blinking Globe</b>	<ul style="list-style-type: none"> <li>—Ensure globe is adequately tightened</li> <li>—Turn power off and adjust internal brass connectors within the socket</li> <li>—Give the cable a firm pull either side of the affected socket to ensure connector pins are firmly imbedded into <b>FB</b> see figure 12.</li> </ul>	<ul style="list-style-type: none"> <li>—Intermittent power running to the socket due to stretching damage to socket from <b>FB</b> being strung in over extended situations</li> <li>—No power running to the socket due to damage to socket from rough use or <b>FB</b> being dropped from height</li> </ul>
<b>Water in Globe</b> – <i>Water in globes and/or socket fittings is due to damage to the integrity of the IP44 socket housing, incorrect installation of globes <b>FB</b> &amp; Globes</i>	<ul style="list-style-type: none"> <li>—Check IP44 Socket for damage or cracking of exterior housing</li> <li>—Remove globe and look for damage to E27 globe fitting</li> <li>—Replace affected globes</li> <li>—Further seal socket with an appropriate waterproofing sealer (figure 13).</li> </ul>	<ul style="list-style-type: none"> <li>—Rough use causing damage to socket fitting</li> <li>—Globe (s) have being over tightened in socket damaging the IP44 integrity of the socket</li> <li>—The E27 globes aluminium base has being pierced from over tightening allowing water migration into the globe</li> </ul>
<p><b>(1) Next Festoon Belt in series not going</b></p> <p><b>(2) No power out of female tail</b></p>	<ul style="list-style-type: none"> <li>—Check jointing connections are fully sleeved together</li> <li>—Festoon runs over 5m must be supported with catenary wire or rope</li> <li>—Try another <b>FB</b> – is power running out of the female end?</li> <li>—Check pins are not crooked</li> <li>—Replace the Female connector – <b>DLC can undertake this repair or a female Festoon tail component can be sent out</b></li> </ul>	<ul style="list-style-type: none"> <li>—underweight the connector will come apart if the <b>FB</b> are being run unsupported over 5m</li> <li>—No power at the female connector due to stretching damage or rough use</li> </ul>
<b>Half Festoon Belt not going</b>	<ul style="list-style-type: none"> <li>—Ensure globes are adequately tightened</li> <li>—Turn power off and adjust internal brass connectors within the socket</li> <li>—Give the cable a firm pull either side of the affected sockets to ensure connector pins are firmly imbedded into <b>FB</b> see figure 12.</li> </ul>	<ul style="list-style-type: none"> <li>—Stretching damage from over extended unsupported runs</li> <li>—Socket (s) can be replaced by DLC technician or replacement sockets sent out by courier</li> </ul>
<b>Festoon working at ground level but turns off after hanging</b>	<ul style="list-style-type: none"> <li>—Are belts adequately supported with a catenary line or rope</li> <li>—Check jointing connections are fully sleeved together and locking sleeve firmly tightened up</li> <li>—Are the jointing points folded back as pictured in setup instruction</li> </ul>	<ul style="list-style-type: none"> <li>—Underweight the connector will come apart if the <b>FB</b> are being run unsupported over 5m</li> <li>—Intermittent power running through female connectors due to stretching damage or rough use</li> </ul>
<b>Dim Globe</b>	<ul style="list-style-type: none"> <li>—Ensure globe is adequately tightened into socket</li> <li>—Check globe in another socket to ensure the globe hasn't expired</li> <li>—Turn power off and adjust internal brass connectors within the socket</li> </ul>	<ul style="list-style-type: none"> <li>—Globe close to expiring</li> <li>—Worn connection within the sockets internal body</li> </ul>
<b>Broken Pin in Male Connector</b>	<ul style="list-style-type: none"> <li>—Contact DLC</li> </ul>	<ul style="list-style-type: none"> <li>—Male Tails can be replaced by a DLC technician or replacement Male Tail component can be sent out by courier</li> </ul>