

# Troubleshooting

All our lamps are checked and fully functional before leaving our workshop. We understand accidental damage may be caused during shipping or installation. Our objective is to identify the problem together and solve it as soon as possible.

Do not discard any packaging until the product is fully functioning.

Please follow this troubleshooting guide and, if the problem has not been solved, contact Giopato&Coombes at [support@giopatocoombes.com](mailto:support@giopatocoombes.com)

PROBLEM	SOLUTION		
<b>Glass components are damaged</b>	Don't throw the damaged component and its box away.		Send us an email with photos, a description and order number.
<b>Metal components are damaged</b>	Don't throw the damaged component and its box away.		Send us an email with photos, a description and order number.
<b>One or more LED bulbs:</b> <ul style="list-style-type: none"> <li>Do not light up</li> <li>Partially light up</li> <li>Emit a dim/purple light</li> </ul>	Check: <ul style="list-style-type: none"> <li>Primary circuit</li> <li>Connections in the mounting plate</li> <li>Dimmer compatibility</li> </ul>	Check secondary circuit is working. If so, please specify how many LED bulbs are not working.	Send an email with order number and outcome number: <ol style="list-style-type: none"> <li>Secondary circuit not working.</li> <li>How many LED bulbs are not working?</li> </ol>
<b>One or more LED bulbs are flashing</b>	Check: <ul style="list-style-type: none"> <li>Primary circuit</li> <li>Connections in the mounting plate</li> <li>Dimmer compatibility</li> </ul>	Check if all the LED bulbs are flashing. If so, check if the Vf of the lamp is within the driver range. If so, check if the voltage (open-circuit test) corresponds to the voltage on the driver label.	Send us an email with order number and outcome number: <ol style="list-style-type: none"> <li>How many LED bulbs are not working?</li> <li>Vf is not within driver range.</li> <li>The voltage of the secondary circuit does not correspond to the voltage on the driver label (open-circuit test).</li> </ol>
<b>The lamp flickers or emits noise</b>	Check: <ul style="list-style-type: none"> <li>Primary circuit</li> <li>Connections in the mounting plate</li> <li>Dimmer compatibility</li> </ul>	Check if the lamp is connected to a dimmer. If so, check: <ul style="list-style-type: none"> <li>Dimmer compatibility</li> <li>Dimmer loads (capacitive)</li> <li>Dimmer setting</li> <li>Dimmer power range (see lamp power)</li> </ul>	Send an email with order number and outcome number: <ol style="list-style-type: none"> <li>The lamp is not connected to a dimmer.</li> <li>The dimmer is compatible with the driver.</li> </ol>