

Wybron

Troubleshooting Information

Nexera Light Fixture

1. **Symptom:** The Nexera does not respond to DMX and the display flashes “Er1”, “Er2” or “Er3”.

- a. Problem: Lead screw / nut for motor 1, 2 or 3 has too much friction so the motor cannot move it and the color module has shut down.

Remedy: Check for dirt on lead screw – clean if necessary. Lubricate with lightweight, high temp lubricant (e.g. Novagard G624 silicon compound).

2. **Symptom:** The Nexera does not respond to DMX and the display flashes “rOL CAL”.

- a. Problem: The Nexera color module is waiting for a “roll call” command from the power supply in order to “check in” with the power supply.

Remedy 1: There is no data communication between the Nexera and the power supply. Connect the Nexera to a different, known working power supply output. Replace the communication IC (LTC485 or similar) in the Nexera and / or the power supply output circuitry.

Remedy 2: There are too many Nexera fixtures connected to the power supply. Recall that each Nexera uses 3 channels (or 4 channels for CDM versions). Do not exceed the following quantities:

<u>Power Supply Model</u>	<u>Number of Nexeras</u>	<u>Number of CDM Nexeras</u>
19060 (12 chan)	4	3
19012 (24 chan)	8	6
19000 (48 chan)	16	12
20240 (48 chan)	16	12
20250 (48 chan)	16	12

Remedy 3: The RAM power supply needs to have software version 3.11 or higher. While the Nexera will function on power supply software version 3.0, it will report errors on the power supply when no errors actually exist.

Note: To check the software version number, cycle power to the RAM Power Supply while watching the display. The version number will scroll by.

3. Symptom: Light beam does not look as desired (has a dark area, not “even”, not “flat”, not “peaked”, etc.)

- a. Problem: The lamp is not pushed all the way into the lamp socket.

Remedy: Remove the rear lamp assembly (2 thumb screws) and wait for the lamp to cool. Then seat the lamp all the way into the socket.

- b. Problem: The lamp is not adjusted properly.

Remedy: Adjust the lamp as follows:

Nexera wash light fixture

1. First, turn all 4 adjustment screws for a “peaked light beam” - brightest in the center. Use a light meter for best results. Then, flatten the light beam using the center adjustment screw, if desired. If this does not yield good results, remove lamp adjustment assembly and preset all 4 adjustment screws to their mid position. Then, turn all 4 adjustment screws for a “peaked light beam” - brightest in the center. Use a light meter for best results. Then, flatten the light beam using the center adjustment screw, if desired.

2. Note that the uniformity of color across the light beam field (color integration) is affected by the lamp adjustment. To improve the color uniformity across the light beam field, flatten the light beam field.

Nexera profile light fixture

1. Turn all 4 adjustment screws for a “peaked light beam” - brightest in the center. Use a light meter for best results. Then, flatten the light beam using the center adjustment screw, if desired. Note that the uniformity of color across the light beam field (color integration) is affected by the lamp adjustment. To improve the color uniformity across the light beam field, flatten the light beam field.

If this does not yield good results, remove lamp adjustment assembly and preset all 4 adjustment screws to their mid position. Then, turn all 4 adjustment screws for a “peaked light beam” - brightest in the center. Use a light meter for best results. Then, flatten the light beam using the center adjustment screw, if desired. Note that the uniformity of color across the light beam field (color integration) is affected by the lamp adjustment. To improve the color uniformity across the light beam field, flatten the light beam field.

2. Adjust the 3 outer screws for maximum light output in the center of the beam (use a light meter for best results). Go back and forth often between the 3 outer adjustment screws.

3. Adjust the center adjustment screw for for a “peaked light beam field” (brighter in the center) or a flat, even light beam – whichever you desire. Turning the center adjustment screw clockwise will “flatten” the light beam. A flat light beam will yield the sharpest image when projecting a gobo pattern.

4. Note that the uniformity of color across the light beam field (color integration) is affected by the lamp adjustment – to improve the color uniformity across the light beam field, flatten the light beam field.

c. Problem: The gobo projection is not sharp.

Remedy: Flatten the light beam. A flat light beam will yield the sharpest image when projecting a gobo pattern.

4. Symptom: The color integration of a Nexera fixture is not as good as other Nexera fixtures.

a. Problem: The lamp is not adjusted properly.

Remedy: Adjust lamp per 3b above.

b. Problem: The throw distance is very short.

Remedy: Increase the throw distance or flatten the light beam.

5. Symptom: The color made by a Nexera fixture is not the same color as other Nexera fixtures.

Note: The CDM fixtures will generate different colors than the incandescent fixtures due to the different light spectrum output from the lamps.

a. Problem: The lamp is not adjusted properly.

Remedy: Flatten the light beam for best results. Look at fixtures at open white; they should look similar in brightness, flat or peaked beam field and “color” (adjust lamps to make all lights either flat beam field or peaked beam field).

b. Problem: the lamps are different from one another.

Remedy: check the lamps as follows:

- Check lamp name/part number to be sure they are the same lamps (e.g. GLC vs. GLA).
- Are the lamps of a similar age? (This is particularly important for CDM lamps – the first and last 100 hours of lamp life can create different colors and at the end of life the light can be very irregular.)