

## T8 Reliant Troubleshooting Technical Bulletin

The T8 Reliant System consists of the T8 Reliant lamps and two types of ballasts to power those lamps.

Ballast types with catalog numbers beginning with “EB25”, “EBR825”, “EBR845”, and “EBR865” are to be used when the maximum length of any one lamp is 60 inches or shorter. Use of these ballasts with longer lamps will greatly reduce the life of the ballast.

### EB25, EBR845, and EBR865:

- Parallel wiring, if one lamp goes out the remainder stay lit.
  - If only one lamp is out the lamp needs to be replaced, not the entire ballast.
  - One wire from the ballast to both wires of the socket.
  - Cap off all wires not being used.
1. Check lamp ends for blackening
    - a. If lamp ends are black check socket wiring.
    - b. Once wiring is verified replace lamp and power.
  2. If all lamps on a ballast are out replace ballast.

Ballast types with catalog numbers beginning with “EBR828”, “EBR848”, and “EBR868” are to be used when any single lamp being used on a ballast is longer than 60 inches. These ballasts will run lamps 60 inches or shorter, however, the minimum and maximum total footage of each ballast must be maintained.

### EBR828, EBR848, and EBR868:

- Parallel wiring: if one lamp goes out, they all go out due to high open circuit voltage.
  - Test pushbutton on end of ballast allows the lamps to light for about 5 seconds to see which lamp is defective.
  - If one lamp is bad all lamps will be out. Use the test pushbutton to determine if the lamps will light.
  - If the pushbutton is pressed and no lamps turn on the ballast may be bad.
  - One wire from the ballast goes to both wires on the lampholder - twist the lampholders leads together before connecting to ballast lead.
  - Make sure ballast secondary wiring is not bundled, but is laying spread out in the raceway.
  - DO NOT run wires from two different ballasts through the same raceway. Crosstalk can cause ballasts to trip off.
  - If wiring fewer than the maximum number of lamps, use one red wire on one side of all of the sockets and wire the left over blue wire to the spare red wire for consistent ballast operation.
1. Check lamps for blackening on the end.
    - a. If lamp ends are black check sockets for proper wiring.
    - b. Once wiring is verified replace lamp and power ballast.
  2. Lamps flash and go out when sign is turned on.
    - a. Push the test button on the ballast and watch the lamps flash for 5 sec.
    - b. Replace any lamp that does not flash when tested.
    - c. If all lamps flash on when the test button is pressed look for the dimmest lamp and replace that lamp.
  3. No lamps flash or turn on when ballast is turned on or test button is pressed.
    - a. Check for blackened lamp ends and check socket wiring.
    - b. If wiring is ok replace the ballast.

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