scenario 1:

ALL LIGHT SOURCES OUT

Is the input power correct?

NO

YES

Is the fixture xenon or LED?

LED

XENON

How many light sources are in the fixture?

<4

>3

<3

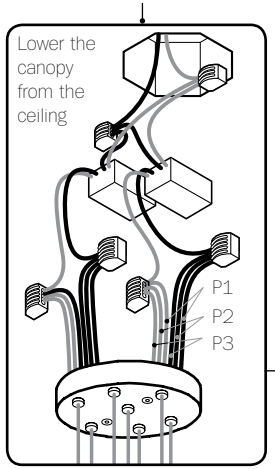
>4

Correct the input power

Problem is likely due to incorrect input power

scenario 2:

MULTIPLE LIGHT SOURCES OUT



Disconnect one of the unlit light sources

Do the remaining light sources turn on?

NO

YES

Reconnect previous light source, disconnect another unlit light source

Do the remaining light sources turn on?

YES

NO

Repeat the previous step with all unlit light sources

Do the remaining light sources turn on?

NO

YES

Replace the transformer

Replace that cable

*14 cable replacement requires glass and cable to be replaced as one unit.

scenario 3:

LIGHT SOURCES FLICKERING

Are BOCCI LED or xenon lamps used?

NO

YES

Use BOCCI lamps

Is the fixture being used with a dimmer?

NO

YES

Is the dimmer compatible with electronic low-voltage (ELV) transformers and a trailing-edge dimmer?

NO

YES

Replace the dimmer

Check for loose electrical connections

scenario 4:

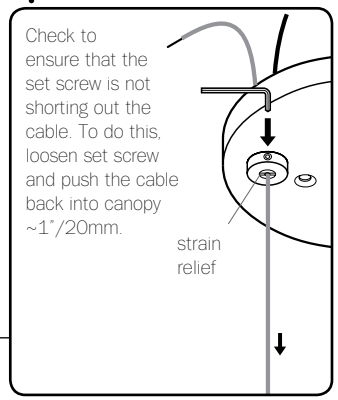
SINGLE LIGHT SOURCE OUT

Is the bulb functional? (test it in another location)

NO

YES

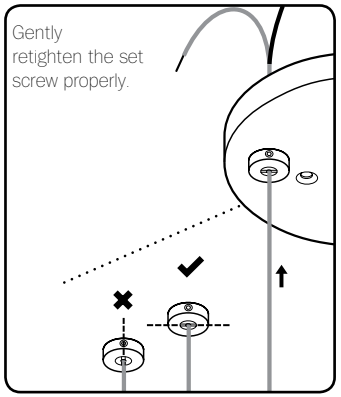
Replace the bulb



Did the pendant turn on?

NO

YES



NOTES

+ As this is an electric fixture, there is always a risk of electric shock. Please take appropriate precautions and if in doubt, contact an electrician.
+ Purchase replacement lamps online at www.bocci.ca/lamps
+ If none of these solutions help, or if replacement parts are required please contact support@bocci.ca

Vancouver
sales@bocci.ca
www.bocci.ca

Berlin
europe@bocci.ca
www.bocci.ca

20W XENON

Adjustable Lengths

Design by Omer Arbel
TROUBLESHOOTING GUIDE

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