**Scenario 1: All or Multiple Light Sources Out**

- Disconnect one of the unlit light sources at the canopy.
- Do the remaining light sources turn on?
  - **NO**: Replace the driver or check power supply/wiring.
  - **YES**: Reconnect previous light source. Disconnect another unlit light source.
- Do the remaining light sources turn on?
  - **NO**: Replace the driver or check power supply/wiring.
  - **YES**: Repeat the previous step with all unlit light sources.

**Scenario 2: Light Sources Flickering**

- Are BOCCI LED lamps being used?
  - **NO**: Use BOCCI lamps.
  - **YES**: Use LED drivers.
- Are LED drivers being used?
  - **NO**: Replace the dimmer.
  - **YES**: Is the dimmer being used?
    - **NO**: Replace the dimmer.
    - **YES**: Is the dimmer compatible with electronic low-voltage driver?
      - **NO**: Replace the dimmer.
      - **YES**: Replace the dimmer/check for loose electrical connections.

**Scenario 3: Single Light Source Out**

- Is the bulb functional? (test it in another location)
  - **NO**: Replace the bulb.
  - **YES**: Is the cable functional? (test it in another location)
    - **NO**: Problem is likely due to a faulty female jack connector OR loose connections in the canopy.
    - **YES**: Replace faulty female jack connector.

**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

*Replace that cable.*

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