



Troubleshooting Tips

1. Make sure there is power going to the outlet where the transformer is plugged in. To do this, check the breakers on the panel to ensure that none of them are tripped. Then turn on any external controls, i.e. turn on switch, put timer in manual mode, or cover a photocell.
2. Go to the receptacle (outlet) where the transformer is plugged into and press the GFI reset button. If you feel or hear it click then you know the GFI was tripped and has been reset. The lights should now come on. *The GFI must have power going to it in order to reset, so please ensure that any timers or switches are in the on position.*
3. If the receptacle is working, then check the timer inside the transformer (if applicable). You can access it by opening the transformer cover—usually by either loosening the screws on either side and lifting off or by undoing the latch on the side. Next, completely remove the timer from the transformer including the small plug. Take the plug that was in the timer and plug it directly into the transformer, essentially plugging it into itself. If the lights go on there may be a problem with the timer or its programming (see item 4 below).

****Remember:** If you have a special event or need the lights on and the timer isn't functioning properly, you can always use this method of plugging the transformer into itself and the lights will run continuously until you disconnect it or a technician can service the system.

4. To check the timer, refer to the instruction manual in order to make sure the time is set correctly. Also check that the mode is set to "Auto" and that it is programmed for the right times. Depending on the timer that you have, you may want to have only *one* programmed "On" time and *one* programmed "Off" time. Any extra programming may interfere with its operation. Finally, check to ensure that the timer is set for the appropriate "On" and "Off" times.
5. If you the transformer does not have a timer inside it and the receptacle is still not working, you could run an extension cord from the transformer to a different outlet that you know is working.

Some things to keep in mind:

- If you have a pool, in the Fall and Spring when pool companies come to turn on/off the pool equipment they will occasionally unplug your lighting system's transformer inadvertently or will shut off the breaker at the pool's sub panel that controls the lighting. You may need to reset the breaker for landscape lights inside the pool sub panel.
- If a photocell is involved and everything you check seems to be working, the photocell may have gone bad and need to be replaced.
- Your system may have an outdoor timer that is mounted adjacent to the transformer, rather than inside it.