



TROUBLE-SHOOTING-GUIDE

This trouble shooting guide is designed to be a useful tool that the sales team can use to go through some basic checks with the customer when they have a problem with a PestWest fly killer. If these procedures are followed carefully and a solution is still not found, then the machine will need to be returned back to the manufacturer for further investigation.

SAFETY

- Please ensure that you instruct the customer to switch off the machine and unplug it before attempting any investigation work.
- Only test the killing grid with a fully insulated electrical screw driver or a specially designed grid tester tool.

PLEASE NOTE

- Some PestWest units have a series connected lamp circuit, meaning that failure of either one starter or one tube will prevent all of the tubes working.
- Units fitted with electronic ballasts are self-starting, i.e., they do not require separate starters.
- For high voltage units with a killing grid the safety micro-switch always disconnects both the lighting circuit and the high voltage circuit simultaneously.



NEMESIS® QUATTRO

- 56Watt (4x 14W T5 21" straight tubes, High Voltage Killing Grid)

NOTE: LAMPS RUN IN SERIES

= NEON INDICATOR LIGHTS WORKING (ALIGHT) = NEON INDICATOR LIGHT NOT WORKING (EXTINGUISHED)

AMBER NEON LIGHT (Left)	RED NEON LIGHT (Right)	FLUORESCENT UV TUBES	PROBABLE FAULT
			<ul style="list-style-type: none"> • No power to unit. • Check power supply cord / fuses.
			<ul style="list-style-type: none"> • Safety microswitch not working. • Check guard is closed properly.
			<ul style="list-style-type: none"> • Lighting circuit faulty. • Check UV tubes.
			<ul style="list-style-type: none"> • Transformer faulty or killing grid shorted out • Check for cleanliness/spark damage to insulation
			Unit working properly.

*NOTE: THE FOUR TUBES WORK IN SERIES, MEANING FAILURE OF ONE WILL EXTINGUISH ALL FOUR TUBES. TESTING THE LIGHTING CIRCUITRY IS BEST PERFORMED WITH FOUR 'KNOWN TO BE WORKING' TUBES IF POSSIBLE.

High Voltage type fly killers with magnetic ballast and starters

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TITAN® 300

- 30Watt (2x 15W T8 18" straight tubes, High Voltage Killing Grid)

NOTE: LAMPS RUN IN SERIES

SYMPTOM	POSSIBLE CAUSE	REMEDY
Lamps not starting and killing grid not working, orange 'Power On' indicator is NOT illuminated	No power to unit	Check if orange 'Power On' indicator is illuminated. If not then check supply cord & fuse.
Lamps not starting and killing grid not working, orange 'Power On' indicator IS illuminated	Safety micro-switch is not activated	Check the removable front guard is fitted properly. The front guard when fitted correctly operates the micro-switch.
Lamps not starting, killing grid is working and the orange 'Power On' indicator is illuminated	Problem with lighting circuit. Lamps or starters are not fitted properly or dislodged	Check lamps and starters are fitted properly – see instructions.
	Wrong lamps or starters fitted	Check lamps and starters are the correct type LAMP TYPE: 15W T8 18" UVA , STARTER TYPE: S2, FS22, H-2X
	Defective lamp or starter	Change lamps and starters
	Defective ballast or wiring	Return for repair
Lamps working, killing grid not working	Killing grid not fitted properly or dislodged	Check fitment of killing grid as it is removable on this unit. Ensure it is making a connection at the top of the killing grid with the high voltage connectors.
	Defective transformer	Return for repair
Lamps not starting, lamp ends glow continuously	Defective starter	Change starters
Lamps not starting, flickering due to starting attempts	Lamp defect or at end of life	Change lamps and starters
Lamp discharge is snaking (swirling)	Impurities in lamp	Operate lamp for 15 minutes then switch off and let cool down. Repeat if necessary.

High Voltage type fly killers with magnetic ballast and starters

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TITAN® ALPHA

- 30Watt (2x 15W T5 12" straight tubes, High Voltage Killing Grid)

NOTE: LAMPS RUN IN SERIES

SYMPTOM	POSSIBLE CAUSE	REMEDY
Lamps not starting and killing grid not working	No power to unit	Check supply cord & fuse.
	Safety micro-switch is not activated	Check the removable catch tray is fitted properly. The catch tray when fitted correctly operates two micro-switches, one at either side at the bottom of the lamp channels
Lamps not starting, killing grid is working	Problem with lighting circuit. Lamps or starters are not fitted properly or dislodged	Check lamps and starters are fitted properly – see instructions
	Wrong lamps or starters fitted	Check lamps and starters are the correct type LAMP TYPE: 15W T5 12" UVA , STARTER TYPE: S2, FS22, H-2X
	Defective lamp or starter	Change lamps and starters
	Defective ballast or wiring	Return for repair
Lamps working, killing grid not sparking when tested	Defective transformer	Return for repair
Lamps not starting, lamp ends glow continuously	Defective starter	Change starters
Lamps not starting, flickering due to starting attempts	Lamp defect or at end of life	Change lamps and starters
Lamp discharge is snaking (swirling)	Impurities in lamp	Operate lamp for 15 minutes then switch off and let cool down. Repeat if necessary.

Glue board type fly traps with magnetic ballast and starter

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CHAMELEON® 1x2

- 30Watt (2x 15W T8 18" straight tubes, glue board type)

NOTE: LAMPS RUN IN SERIES



CHAMELEON® 1x2 IP

- 30Watt (2x 15W T8 18" straight tubes, glue board type)

NOTE: LAMPS RUN IN SERIES



CHAMELEON® 2x2

- 60Watt (4x 15W T8 18" straight tubes, glue board type)

NOTE: 2 LAMPS RUN IN SERIES ON EACH SIDE OF THE UNIT INDEPENDENTLY



CHAMELEON® UPLIGHT

- 15Watt (Single 15W T8 18" tube, glue board type)

Glue board type fly traps with magnetic ballast and starter

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SYMPTOM	POSSIBLE CAUSE	REMEDY
Lamps not starting, no visible function at all.	No power to unit	Check if orange 'Power On' indicator is illuminated. If not then check supply cord & fuse. Chameleon Uplight only – Check rocker switch is in the 'on' position (illuminated).
	Lamps/starters are not fitted properly or dislodged	Check lamps and starters are fitted properly – see instructions
	Wrong lamps or starters fitted	Check lamps and starters are the correct type LAMP TYPE: 15W T8 18" UVA , STARTER TYPE: S2, FS22, H-2X
	Defective lamp or starter	Change lamps and starters
Lamps not starting, flickering due to starting attempts	Defective ballast or wiring	Return for repair
	Defective starter	Change starters
Lamps not starting, lamp ends glow continuously	Lamp defect or at end of life	Change lamps and starters
Lamp discharge is snaking (swirling)	Impurities in lamp	Operate lamp for 15 minutes then switch off and let cool down. Repeat if necessary.

Glue board type fly traps with electronic ballast (no starter)

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CHAMELEON® VEGA

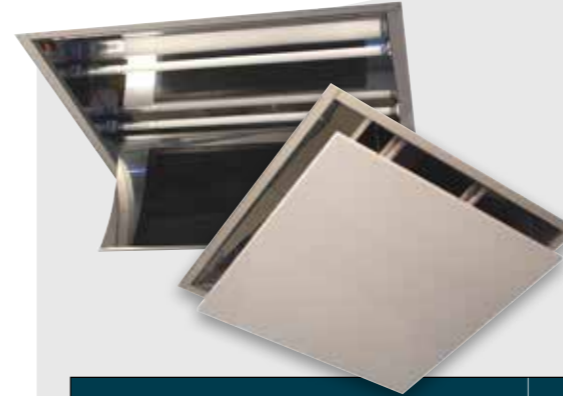
- 42Watt (3x 14W T5 21" straight tubes, glue board type)

NOTE: LAMPS RUN IN SERIES

SYMPTOM	POSSIBLE CAUSE	REMEDY
Fluorescent tubes not working	No power to unit	Check supply cord & fuse
	Lamps are not fitted properly or dislodged	Check lamps are fitted properly – see instructions
	A lamp maybe defective which will cause all three lamps not to work as they run in series.	Replace all three lamps with 'known-to-be-working' lamps. If unit now works, you can identify the defective lamp by swapping each of the original lamps one by one.
	Defective ballast or wiring	Return for repair
Lamp discharge is snaking (swirling)	Impurities in lamp	Operate lamp for 15 minutes then switch off and let cool down. Repeat if necessary.

Glue board type fly traps with electronic ballast (no starter)

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ON TOP PRO / ON TOP PRO 2

Older version: 50Watt (2x 25W T8 18" straight tubes, glue board type) **Current model:** 28Watt (2x 14W T5 21" straight tubes, glue board type)

Mirage Pro VS

50Watt (2x 25W T8 18" straight tubes, glue board type)

Mirage Pro VS ASDA 30Watt

(2x 15W T8 18" straight tubes, glue board type)

NOTE: LAMPS RUN IN SERIES

SYMPTOM	POSSIBLE CAUSE	REMEDY
Fluorescent tubes not working	No power to unit	Check supply cord & fuse. On Top Pro 2 only – Check rocker switch is in the 'on' position (illuminated).
	Lamps are not fitted properly or dislodged	Check lamps are fitted properly – see instructions
	A lamp maybe defective which will cause both lamps not to work as they run in series.	Replace both lamps with 'known-to-be-working' lamps. If unit now works, you can identify the defective lamp by swapping each of the original lamps one by one.
	Defective ballast or wiring	Return for repair
Lamp discharge is snaking (swirling)	Impurities in lamp	Operate lamp for 15 minutes then switch off and let cool down. Repeat if necessary.

Glue board type fly traps with electronic ballast (no starter)

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CHAMELEON® 4x4 / 4x4 EX

- 160Watt (4x 40W T12 24" straight tubes, glue board type)

NOTE: EACH PAIR OF LAMPS RUNS IN SERIES, ONE PAIR AT THE TOP OF THE UNIT AND ONE PAIR AT THE BOTTOM. EACH PAIR OF LAMPS RUNS INDEPENDENTLY.

SYMPTOM	POSSIBLE CAUSE	REMEDY
Fluorescent tubes not working	No power to unit	Check supply cord & fuse.
	Lamps are not fitted properly or dislodged	Check lamps are fitted properly – see instructions
	A lamp maybe defective which will cause both lamps not to work (as they run in series) at either the top of the unit or the bottom.	Replace both lamps with 'known-to-be-working' lamps. If unit now works, you can identify the defective lamp by swapping each of the original lamps one by one.
	Defective ballast or wiring	Return for repair
Lamp discharge is snaking (swirling)	Impurities in lamp	Operate lamp for 15 minutes then switch off and let cool down. Repeat if necessary.

Glue board type fly traps with electronic ballast (no starter)

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CHAMELEON® EXG

- 36Watt (2x 18W T8 24" straight tubes, glue board type)



FOR TROUBLE SHOOTING ON THE CHAMELEON EX G UNIT PLEASE ASK ONE OF THE PESTWEST TECHNICAL STAFF FOR ASSISTANCE.

Glue board type fly traps with self-starting compact fluorescent lamp (CFL)

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SUNBURST® 20Watt (self-starting compact fluorescent lamp, glue board type)

SUNBURST® NATURALE 20Watt (self starting compact fluorescent lamp, glue board type)

These units are fitted with mains powered (230V 50Hz) self-starting compact fluorescent lamps. If the lamp is not working then first of all check the lamp is fitted properly. It is an Edison screw type base where you twist the lamp clockwise to fit and anti-clockwise to unscrew and remove it. Apart from checking the fuse on UK models fitted with a UK plug, that is all that can be done on this model. If the lamp still does not work then a new lamp should be fitted.



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Confidence in
Fly Control