



## **Problem with your new UV Bulb?**

Please follow this troubleshooting guide, if you this does not resolve your issue please get in contact so we can help you further.

### **The bulb flickers or partially glows**

*It can be normal for a UV light flicker for between 10 and 30 seconds on first use before the light comes on fully and stabilise (in some extreme cases they can take upto 15 minutes to stop flickering)*

If you bulb is not glowing as it should after this period please contact our customer support team for assistance.

### **The UV bulb does not glow at all**

*Can you confirm the glass and filaments are intact?*

If you have a visibly damaged or broken UV Bulb please contact our customer support team for assistance.

If the bulb looks ok...

1. Try looking to see if the bulb is glowing around dusk or in a low light environment as it can be difficult to view in daylight.
2. Please note some UV units have a viewing glass that can become dirty overtime which prevents the light from showing through easily.
3. Some units have a safety switch on them to prevent the light from working until either the switch is depressed by hand or the light is fitted securely back into the unit. Only try and view the bulb with your unit fully assembled.
4. Was your previous bulb working before the change?

*If it was, can you test the older bulb; this will help confirm that issue is with the new bulb and not with the system.*

If the old bulb works again, contact our customer support team for assistance.

5. If the old bulb did not work just before the change or it did but doesn't when re-installed it may be that the fault lies within the system or its electric supply.

*Have you checked plug and fuse?*

*Have you tried a different socket and/or power source?*

*Have you checked the power cable for any breakage?*

If troubleshooting all these elements does not identify and/or resolve your issue please contact our customer support team for further assistance.