



FIELD SERVICE REFERENCE GUIDE

FOCAL POINT®

Bringing It All To Light™



Focal Point is committed to providing quality luminaires and superior service to ensure all jobs are completed successfully. In order to support you with prompt and simple resolution of issues that may arise in the field, our Field Service team has put together the following guide. Please follow the troubleshooting questionnaires to help diagnose possible issues with products, or the instructions on how to file a freight claim in case of missing or damaged cartons.

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PRODUCT TROUBLESHOOTING

In order to help expedite the resolution of your field issue, please email the following information to our Field Service team at fieldservice@focalpointlights.com

- A completed questionnaire specific to your product issue (see pages 3-5).
- A photo of the barcode work order label which may be found on the luminaire or carton.
- A photo of the issue, if applicable.

If replacement parts are needed, a shipping address will be required before the replacement order can be placed.

For physically damaged product, please refer to our **Freight Claim Policy**, found on page 6 of this guide.

LED FIXTURES AND DRIVERS QUESTIONNAIRE

1. How long was the fixture in operation before failure?
2. How is the fixture failing? (i.e. flickering, strobing, will not illuminate, etc.)
3. Are there loose wires on driver terminals or on LED boards?
4. What input voltage is being used?
5. Has proper grounding been confirmed?
6. Are the dimming cables capped together?
7. Did an electrician/contractor review the internal fixture wiring for conformance with the wiring instructions appearing on the driver?

FLUORESCENT FIXTURES AND BALLASTS QUESTIONNAIRE

1. How long was the fixture in operation before failure?
2. How is the fixture failing? (i.e. flickering, strobing, will not illuminate, etc.)
3. Are there loose wires on the ballast terminal or socket trap?
4. What lamp wattage is being used?
5. What input voltage is being used?
6. Has proper grounding been confirmed?
7. Are lamps seated properly?
8. Did an electrician/contractor review the internal fixture wiring for conformance with the wiring instructions appearing on the ballast?
9. It is recommended, as lamps are removed, to examine all sockets to ensure proper and positive contact with lamp pins. Have the lamps been changed/checked to ensure satisfactory operation?

EM FIXTURES AND BATTERY PACKS QUESTIONNAIRE

1. How long was the fixture in operation before failure?
2. How is the fixture failing? (i.e. flickering, strobing, will not illuminate, etc.)
3. Are the lamps operational when the main power is on?
4. Is the emergency lamp operating in discharge (all power off) mode?
5. Is the LED charge indicator lit when the main power is on?

DAMAGED FREIGHT AND MISSING CARTONS PROCEDURE

Any damage to freight or missing cartons must be documented on the carrier's delivery receipt upon receipt of the product. Be sure to indicate the number of damaged cartons or the number of missing cartons on the delivery receipt. In order to review and process a freight claim, a completed form or all information listed below must be emailed to freightclaim@focalpointlights.com



Please reference your shipping documents for the required information.

Shipment # _____ Tracking # _____ # of cartons and/or pieces damaged _____

Description of the damages: _____

Include with your email:

- Copy of signed delivery receipt
- Pictures of damaged cartons and/or products

FREIGHT CLAIM POLICY

Focal Point will complete all necessary documentation and work with our carrier to conclude the claim. Our technical service team will be in contact with you for the disposition and to resolve the issue in a timely fashion. **All freight claims must be submitted to Focal Point within 7 days of the original delivery date.** Any and all freight claims that are concealed or over 7 days are the responsibility of the end-user.

For additional questions or concerns, contact Focal Point's Freight Claims Department at freightclaim@focalpointlights.com