



Mar. 31, 2020

PRODUCT AFFECTED

- LiteDimmer Spectrum DC200 (Software V1.011 & V1.1) & External 24V, 250W Power Supply (PS-24V-250W-F-PL4), while using a LiteMat 4 Spectrum.

ISSUE

When the Spectrum ballast is set to this combination of settings, 5700K CCT, 100% Intensity, & -8G Tint, the power supply may go into over-current protection mode under certain circumstances and turn off and on repeatedly.

CONSEQUENCE

When the ballast is set to this particular combination of settings the power supply may go into protection mode (hiccup mode) and turn on & off repeatedly rendering the fixture unstable.

TEMPORARY WORKAROUND

If using the system with the particular settings listed above, adjust the intensity to a lower level (approximately 75% for example) to avoid this issue.

FUTURE SOLUTION

LiteDimmer Spectrum software v2.0 will include a current limiting algorithm to reduce the burden on the power supply to stable levels. Also, Engineering is evaluating and testing external power supplies with higher power ratings. All expected in Summer of this year.