

Emergency failure codes — how to fix them

What each result from the emergency-lighting software means, who normally fixes it, and the steps to follow.

Contractor — a fault in the fitting, its battery, its lamp or its DALI wiring. The Contractor fixes it, then marks it fixed in CommissionIQ. Delmatic then retests it.

Delmatic — a communications, configuration or test-sequence fault. Delmatic fixes it and retests it. The Contractor does not need to act.

Delmatic can hand a single failure to the other party when the usual split does not fit. The Emergency page then shows the change.

Always isolate a fitting before you open it, and work to the site's safe-isolation procedure.

Fitting faults

Battery failure FAIL_BATTERY_FAILURE

Contractor

The fitting reported a battery fault.

1. Isolate the fitting before you open it. Work to the site's safe-isolation procedure.
2. Check that the battery is connected, the plug is fully in and the polarity is correct.
3. Check that the battery is not damaged, swollen or past its service life.
4. Replace the battery. Write the date on the new battery.
5. Restore the permanent supply. Leave the battery to charge for 24 hours before the retest.

When it is fixed, mark it fixed in CommissionIQ. Delmatic then retests it.

Battery duration failure FAIL_BATTERY_DURATION_FAILURE

Contractor

The battery did not last for its rated duration.

1. Check that the permanent supply was on for at least 24 hours before the test. A battery that is not fully charged fails the duration test.
2. Isolate the fitting before you open it. Work to the site's safe-isolation procedure.
3. Check that the battery plug is fully in and the battery is the correct type and rating for the fitting (for example 3 hours).
4. Replace the battery. Write the date on the new battery.
5. Restore the permanent supply. Leave the battery to charge for 24 hours before the retest.

When it is fixed, mark it fixed in CommissionIQ. Delmatic then retests it.

Emergency lamp failure FAIL_EMERGENCY_LAMP_FAILURE

Contractor

The lamp did not light in emergency mode, or did not stay lit for the test.

1. Isolate the fitting before you open it. Work to the site's safe-isolation procedure.
2. Check that the lamp or LED module is fitted and connected to the emergency output.
3. Check the wiring between the emergency pack and the lamp or LED module.
4. Replace the lamp or LED module if it has failed.
5. If the lamp lights and then goes out, do the battery checks too.
6. Restore the permanent supply. Leave the battery to charge for 24 hours before the retest.

When it is fixed, mark it fixed in CommissionIQ. Delmatic then retests it.

Circuit failure FAIL_CIRCUIT_FAILURE

Contractor

The fitting reported a fault in its emergency circuit.

1. Isolate the fitting before you open it. Work to the site's safe-isolation procedure.
2. Look for damage, burn marks, water or loose connections inside the fitting.
3. Check the wiring to the emergency pack, the battery and the lamp or LED module.
4. Replace the emergency pack if the wiring is correct.
5. Restore the permanent supply. Leave the battery to charge for 24 hours before the retest.

When it is fixed, mark it fixed in CommissionIQ. Delmatic then retests it.

Functional-test failure FAIL_FUNCTION_TEST

Contractor

The fitting reported a functional-test fail but did not say why.

1. Check that the fitting has a permanent (unswitched) live supply and that the charge indicator is on.
2. Isolate the fitting before you open it. Work to the site's safe-isolation procedure.
3. Check that the battery is connected, the plug is fully in, and the battery is not damaged or swollen.
4. Check the wiring between the emergency pack, the battery and the lamp or LED module.
5. Replace the part that is faulty. If you cannot find a fault, replace the emergency pack.
6. Restore the permanent supply. Leave the battery to charge for 24 hours before the retest.

When it is fixed, mark it fixed in CommissionIQ. Delmatic then retests it.

Duration-test failure FAIL_DURATION_TEST

Contractor

The fitting reported a duration-test fail but did not say why.

1. Check that the permanent supply was on for at least 24 hours before the test. A battery that is not fully charged fails the duration test.
2. Isolate the fitting before you open it. Work to the site's safe-isolation procedure.
3. Check that the battery plug is fully in and the battery is the correct type and rating for the fitting (for example 3 hours).
4. Replace the battery. Write the date on the new battery.
5. Restore the permanent supply. Leave the battery to charge for 24 hours before the retest.

When it is fixed, mark it fixed in CommissionIQ. Delmatic then retests it.

Communications

DALI comms failure at start FAIL_INIT_DALI_COMS_FAILURE

Contractor

The module could not talk to this emergency fitting.

1. Check that the fitting has a permanent (unswitched) live supply and is not isolated.
2. Check that the DALI cable (DA+ / DA-) is connected at the fitting. Look for loose or crossed terminals.
3. Check that the fitting is on the DALI line shown on the drawing for its module.
4. Check the DALI line voltage at the fitting (about 16 V DC).
5. If you replaced the fitting or its emergency pack, tell Delmatic. The new part must be addressed before the retest.

When it is fixed, mark it fixed in CommissionIQ. Delmatic then retests it.

Module comms failure at start FAIL_INIT_LON_COMS_FAILURE

Delmatic

Lightscape could not talk to the module when it collected the result.

1. Check that the module has power and that the circuit to it is not isolated.
2. Check the LON network cable and terminals at the module.
3. In Lightscape, check that the module is online and that its Neuron ID matches the installed module.
4. If other modules on the same network segment are offline, check the router or segment first.
5. Retest when the module is online.

Delmatic fixes and retests this. The Contractor does not need to act.

Invalid APB response FAIL_INIT_INVALID_RESPONSE

Delmatic

The APB gave a reply that Lightscape did not expect.

1. Run the test again from Lightscape.
2. Check that the module firmware and APB version are correct for this Lightscape version.
3. If the same code comes back, send the module name and the time of the test to Delmatic engineering.

Delmatic fixes and retests this. The Contractor does not need to act.

Configuration

Not initialised FAIL_INIT_NOT_INITED

Delmatic

The fitting is in Lightscape but the module does not have it set as an emergency.

1. Open the module configuration and check that this short address is set as an emergency.
2. Compare the module with Lightscape and correct the difference.
3. Download the configuration to the module.
4. Run the test again.

Delmatic fixes and retests this. The Contractor does not need to act.

Invalid address FAIL_INIT_INVALID_ADDRESS

Delmatic

The module was given a short address that is not valid.

1. Check that the short address in Lightscape is 0 to 63 and matches the fitting.
2. Correct the address and download it to the module.
3. Run the test again.

Delmatic fixes and retests this. The Contractor does not need to act.

Conflicting test types FAIL_INIT_CONFLICTING_TEST_TYPE

Delmatic

A module cannot run functional and duration tests at the same time.

1. Check the test schedule for this module.
2. Run functional and duration tests on the module at different times.
3. Run the test again when no other test is running.

Delmatic fixes and retests this. The Contractor does not need to act.

Test sequence

Test-complete flag not cleared FAIL_INIT_FLAG_NOT_CLEARED

Delmatic

The test-complete flag did not clear before the test started.

1. Make sure no other test is running on the module.
2. Wait 30 seconds, then run the test again from Lightscape.
3. If the same code comes back, do the module checks for “Module comms failure at start”.

Delmatic fixes and retests this. The Contractor does not need to act.

Already initialising FAIL_INIT_ALREADY_INITIALISING

Delmatic

Another test was still starting on the module.

1. Make sure no other test is running on the module.
2. Wait 30 seconds, then run the test again from Lightscape.
3. If the same code comes back, do the module checks for “Module comms failure at start”.

Delmatic fixes and retests this. The Contractor does not need to act.

Already in test FAIL_ALREADY_IN_TEST

Delmatic

Another test was already running on this short address.

1. Make sure no other test is running on the module.
2. Wait 30 seconds, then run the test again from Lightscape.
3. If the same code comes back, do the module checks for “Module comms failure at start”.

Delmatic fixes and retests this. The Contractor does not need to act.

Cancelled by user FAIL_CANCELLED_BY_USER

Delmatic

Somebody cancelled the test before it finished.

1. Find out why the test was cancelled.
2. Run the test again when the area is free.

Delmatic fixes and retests this. The Contractor does not need to act.

Module still testing FAIL_SEQ_COLLECT_WHILE_TESTING_MODULE

Delmatic

Lightscape asked for the result, but the module said the test was still running.

1. Wait until the test time has passed.
2. Collect the result again.
3. If the same code comes back, run the test again.

Delmatic fixes and retests this. The Contractor does not need to act.

Device still testing FAIL_SEQ_COLLECT_WHILE_TESTING_DEVICE

Delmatic

The fitting said the test was still running. A module reset or power cut during the test can cause this.

1. Check that the supply to the module and the fitting was not switched off during the test.
2. After a duration test, leave the battery to charge for 24 hours.
3. Run the test again.

Delmatic fixes and retests this. The Contractor does not need to act.

Timed out — never started FAIL_TIMEOUT_NEVER_STARTED

Delmatic

The test did not start in time.

1. Check that the fitting had a permanent supply for 24 hours. Many fittings do not start a test with a flat battery.
2. Check that the fitting is not in inhibit or rest mode.
3. Run the test again.
4. If the same code comes back, do the checks for “DALI comms failure at start”.

Delmatic fixes and retests this. The Contractor does not need to act.

Timed out — not completed FAIL_TIMEOUT_NOT_COMPLETED

Delmatic

The test did not finish in time.

1. Check that the supply to the module and the fitting stayed on for the whole test.
2. Leave the battery to charge for 24 hours, then run the test again.
3. If the same code comes back, do the battery duration checks.

Delmatic fixes and retests this. The Contractor does not need to act.

Functional-test delay FAIL_FUNCTIONAL_DELAY

Delmatic

Current Lightscape versions should not report this code.

1. Check that Lightscape is the current version.
2. Run the test again.
3. If the same code comes back, tell Delmatic engineering.

Delmatic fixes and retests this. The Contractor does not need to act.

Duration-test delay FAIL_DURATION_DELAY

Delmatic

Current Lightscape versions should not report this code.

1. Check that Lightscape is the current version.
2. Run the test again.
3. If the same code comes back, tell Delmatic engineering.

Delmatic fixes and retests this. The Contractor does not need to act.

Other failure FAIL_OTHER

Delmatic

Something unexpected went wrong.

1. Run the test again.
2. If the same code comes back, record the module, the short address and the time, and tell Delmatic engineering.

Delmatic fixes and retests this. The Contractor does not need to act.

Pass

Pass PASS

The reported test passed. Nothing needs to be done.