

## **Matala Ballast Troubleshooting Guide**

**This guide covers the 40, 75, and 150 Watt Matala Ballasts.**

The ballasts and stainless steel housing are NOT water proof. They should not be located in low spots where water will collect. These items are not built for direct exposure to sun/rain/snow and the elements. Locate the ballast out of the direct sun and off the ground where it may flood. Install a “drip loop” on the wire between the lamp connection and the ballast. The drip loop will prevent rain water from following the cord into the lamp or ballast connections. Confirm all wire connections are hand snug.

Please inspect the stainless steel housing for any leaks or corrosion. The compression end fittings should be hand tight but very snug. Do not use a wrench on the compression end fittings. Inspect the bulb(s) and lamp connectors for signs of burning, rust or cracking. Quartz sleeves should also be inspected for fractures and/or leakage. If the lamp and connector show signs of moisture, rust or burning you very likely have a leak from the quartz sleeve. Either the compression fitting and Viton O-ring is loose or the quartz sleeve is cracked. If water has damaged the lamp and connector it has also damaged the ballast. In this case you may need to replace the lamp and ballast. Replace the quartz sleeve if it is cracked. The Viton O-ring should be replaced annually.

On one end of the ballast is a red LED light. When this light is ON it indicates that the lamp and ballast are both working. If the red LED is OFF it indicates that either the lamp is dead or the ballast is not working. Occasionally the red LED will be OFF but the lamp and ballast may still be working. So if the red LED is OFF you should still do a visual check to see if the lamp is working. The condition of the LED does not affect the function of the lamp or ballast.

For the 150 ballast, both lamps must be plugged in to light. Upon installation, some bulbs may refuse to light. In this case, unplug the ballast from power source, disconnect one lamp from the ballast lamp connector, rotate 180 degrees and re-connect to the ballast lamp connector. After rotating wait 5 minutes before plugging the ballast in to electric outlet. This resets the ballast. If the first rotated lamp does not light follow the same procedure for the second lamp. The lamp has four pins and there is only one correct position of alignment with the lamp connector. When disconnecting bulbs from ballasts, please make sure the ballast is not plugged into the GFI outlet. Bulbs should not be looked at directly while plugged in. Even reflected UV light should be avoided. When testing bulbs, please slightly back out the bulb(s) from the protective stainless steel housing just enough to determine if the bulb(s) are functioning.

If the lamp does not light you need to determine if the problem is the lamp or the ballast. If the lamp is over 9 months of age you should first try replacing the lamp. If a new lamp still does not light then your ballast is at fault. UV lamps have a limited life of producing effective UV radiation. All UV lamps should be replaced once per year even if they are lit. Average life span for a bulb operating continuously is about 1 year. Ballasts are not necessarily dead when it might just be an expired bulb. If replacing bulbs for a 150 ballast, replace both bulbs at the same time. When replacing bulbs, we suggest replacement of the Viton O-rings to maximize the seal between end cap and quartz sleeve.

If after checking the entire system you've determined the ballast is dead you may file a warranty claim for ballasts less than one year old. Age of warranty/ballast is determined by date of sales receipt.

The sales receipt and serial number on the ballast should be provided to the original seller of ballast and/or stainless steel UV clarifier. You may also send copies of sales receipt and serial number along with your full name, shipping address, and phone number to [support@matalausa.com](mailto:support@matalausa.com).