



Prepared by ITL PROMOTIONS and RANDOM EVENTS.

Helpful hints and tip's : Basic problems version 07/08

I've plugged in all the lights and they aren't working, what should I do?

Is the power on? (including breakers). Lights should be visible on dimmer (3 if 3 phase dimmer) and desk.

Is the 'DMX' light lit up on the dimmer pack (which should be on when it is connected to your turned on desk).

Is the DMX 'start address' set to the correct number? (usually on the front of the dimmer pack (typically 001)).

Check all leads and plugs are connected with solid connections. (no broken cables)

Check a light from your rig, by plugging directly into the wall, then turning on (to reduce the risk of blowing the lamp).

Has your DMX lead got continuity. With a multi meter, check pins have a good connection at both ends 1-1, 2-2,3-3.

Try moving the DMX start address along a few (to check if your desk is ok)

The sound keeps on making a humming / Squeaking noise

If the sound is making a squealing noise, Turn down the master volume, this will temporarily reduce and hopefully get rid of the noise

Make sure the microphones are not too close to the speakers.

Quite often a humming noise is caused from the earth in the building not been properly earthed, one way some people get around that is by chopping off the earth pin on their gear. (I would check that out professionally before attempting).

Sometimes when the lights are dimmed, it causes a noise to go thru the sound system, try sticking the sound and lighting on separate circuits.

Quite often an amplifier on stage is the cause of bad humming. Try and isolate the amp and make sure it gets turned off or at least down when speaking is happening.

The circuits / fuses keep on tripping (Concentrating on the lighting, but also important for sound)

This goes for all technical equipment, make sure you haven't over loaded your circuits. A typical wall socket is 10 Amps, which means it can handle 2400watts. Sometimes that power socket has more sockets in its circuit, this will mean that all the sockets on that circuit will only be able to handle 2400watts combined. Be aware that plugging in a couple of leads with multi boxes on, very often has people plugging everything into them. I've seen setups where the circuits were that loaded up, that when someone plugged their cell charger in, it caused it to trip. Also make sure that your phases are 'balanced'. This means if using a 3 phase power supply, each one of the 3 phases has the same 'load' on it. i.e. Don't put 2400watts on phase one and 500watts on phase 2 and 100watts on phase 3. Its best as in the previous example to get them evenly spread on all three phases (i.e.1000watts per phase).

If you are having trouble with the tripping of fuses, try splitting up where you get the power from. i.e over several different circuits. Also try using fewer lights or not turning them on full. Make sure you do a load test with everything you want running up full **BEFORE** the event starts. Make sure you know where the fuse board is first!

Par 64 Cans are 1000watts each, so can only have 2 max on a 10amp supply or channel* (2000watts used, 400watts unused)
Par 56 Cans are 300watts each, so you can get 8 max on a 10 amp supply or channel* (2400watts used)

*depending on how your dimmer is rated etc.

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