

Subject: Velocity Decorative Lamp Problem **Number:** SRV0028

Applicability: Velocity HP1000 **Date:** 5/24/2007

Symptoms: The decorative graphic panels will not light up, or turn off when the unit is idle.

Explanation: First determine that the problem is not the lamp, the starter or a bad lamp holder. If these other problems do not exist, the lamp holder spacing may be too wide causing the lamp ends to lose contact and turn off.

- Solution:**
1. Turn off power to the unit.
 2. Remove the decorative graphic over the affected lamp(s). Refer to the user manual for instructions.
 3. Remove the lamp.
 4. Push the lamp holder without the starter into the column leaving the cut-out open.
 5. Insert a large flat-bladed screwdriver, or other flat object, into the cut-out and pry the handle toward the center of the bed to bend the cut-out slightly. This will cause the lamp holder to lean inward slightly and make better contact with the lamp ends.
 6. Reinsert the lamp holder.
 7. Reinstall the lamp and decorative graphic panel.

Pry the lamp holder cut-out in this direction.



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