

Troubleshooting IT2 Error Codes: Identification and Solutions

When issues are detected with the IT2 transformer, the IT PRO app will display an error code. Common triggers for these error codes include difficulties in detecting GPS location, short circuits, and overloads. This guide provides a detailed explanation of the possible causes for each error and outlines the steps to troubleshoot them effectively.

CODE 1: Transformer is Not Connected to GPS

Smart Transformer Configuration Failure

Alert Code 1

The date and time have not been set on the smart transformer.

The intelligent transformer has not been connected to the phone app. This fault occurs because the GPS location is unknown. Once the transformer has recognized the device's GPS location, the fault will clear.

OK

Meaning: The it2 Transformer is unable to gather GPS information.

Possible Causes:

1. GPS/location services are not enabled.
2. Permissions to GPS/location services are not allowed on the mobile device.
3. There is an internal hardware defect.

Troubleshoot:

1. Enable GPS/locations services, test to make sure that you are getting a GPS signal by opening a map app.
2. Grant all permissions to the it PRO app through your phone settings.
3. Return the transformer.

CODE 2: Transformer Has a Short Circuit

Smart Transformer Output Over Current

Alert Code 2

The current output of the smart transformer has been exceeded. The smart transformer will not operate. Please contact your installer for assistance.

- 1) Too many light fixtures connected. Make sure that you are not exceeding the capacity of the transformer, if you are exceeding the capacity of the transformer, if you are exceeding the wattage then you will need to add another transformer. Please contact your installer.
- 2) Incandescent (non-LED) lights connected.

The intelligent transformer is intended for LED use only, halogen lamps will cause over current. Please contact your installer.

OK

Meaning: The circuit breaker has tripped. A short circuit has occurred.

Possible Causes:

1. A short circuit in the wiring of an installed fixture.
2. An internal short circuit within the transformer.
3. Halogen or incandescent lamps are being used instead of LED.

Troubleshoot:

1. Confirm the short by removing any wiring from the transformer wiring terminals, resetting the circuit breaker and checking to make sure that the fault has cleared. If so, the short in the wiring will need to be found and repaired.
2. Confirm the short by removing any wiring from the transformer wiring terminals, resetting the circuit breaker and checking to make sure that the fault has cleared. If the error code persists, the short is occurring internally. Return the transformer.
3. Be sure to only use LED lamps.

CODE 3: Transformer is Overloaded

Smart Transformer Controller Temperature

Alert Code 3

The temperature of the smart transformer controller has reached its operating limit.

The smart transformer has shut down and will automatically restart when the temperature has lowered to a sufficient level.

OK

Meaning: The it2 transformer is not able to handle the load on the transformer.

Possible Causes:

1. There are too many fixtures installed on the transformer.
2. A loose wire or bad connection is causing the transformer to malfunction.
3. Power meter function is defective.

Troubleshoot:

1. Confirm the load on the transformer through the power meter in the app or using a mechanical amp meter. If the load is too high, reduce the number of fixtures installed on the transformer.
2. Confirm the load on the transformer through the power meter in the app or using a mechanical amp meter. If the load is reading too high check to make sure that all wires in the terminal bar are tight and there are no filaments exposed.
3. Calculate the load on the transformer manually and confirm your calculations using the power meter. The power meter will also account for any wire load and the load of the transformer itself. If the power meter is reading abnormally high, return the transformer.