

## Trouble shooting

Models CRE095/096, CRE220/6220, CRE6155/6255, CRE465

Projectors all work in a similar manner. This data sheet relates to Model CRE6155. Where there are variations due to a difference in construction, we list it as a separate item.

- DISCONNECT THE PROJECTOR AND ALLOW LAMP TO COOL BEFORE CLEANING, TROUBLE-SHOOTING OR REPAIRING.
- Handle lamp by its outer reflector only. Do not touch the reflector coating or bulb at any time. Oil from skin may damage the bulb.
- Do not operate the projector with a missing or damaged enclosure, UV filter, or colour wheel.
- Do not look directly at the lighted lamp.
- Required Tools: Posidrive screwdriver.

### **A. If the projector will not operate (no light, no fan):**

1. Note: HID lamps require 1 to 3 minutes to strike.
2. Make sure your power is turned on. Check your supply. Note that there is a thermal cut-out (located under the port) which will break the mains supply in case of overheating.
3. Check that the projector is properly connected to appropriate voltage.
4. Make sure the projector lid is securely fastened so the micro switch is engaged. You can usually hear a “click” as the lid is fastened.
5. Check the fuse inside the projector, held in a black fuse carrier. Only use 3.15A HRC fuses. Models CRE465, 6255 and 60Hz projectors use a 5A fuse.
6. If the projector still does not work, contact the Technical dept. at Crescent Lighting.

**AT June 03  
8 Rivermead  
Pipers Lane  
Thatcham  
Berkshire  
RG19 4EP**

**p. +44 1635 878888  
f. +44 1035 873888  
e. [sales@Crescent.co.uk](mailto:sales@Crescent.co.uk)  
w. [www.crescent.co.uk](http://www.crescent.co.uk)**

Note that Models CRE095/096 do not have a micro-switch (Note 4). These Models and the CRE220/6220 have halogen lamps which give full light output at switch-on.

**B. If the projector is on (fan works) but the lamp does not light up:**

1. Note: HID lamps require 1 to 3 minutes to strike.
2. Disconnect power. Loosen screws and lift cover.
3. Check the lamp connectors to be sure they are secure.
4. If the lamp does not operate, remove and replace with a new lamp.
5. Listen carefully to the ignitor. There should be a rapid “chatter” from the high voltage pulses. Note that CRE 095/096/220/6220 are simple filament lamps and do not use an ignitor.
6. CRE095/096 should have approx 12v across the terminals, CRE220/6220 should have approx 19v across the terminals. Do not try to measure metal halide lamps because high voltages are present.

**C. If the lamp operates but not the fan (all Models except CRE6255):**

1. Turn the system off immediately.
2. Check that there is voltage at the fan terminals. This could be 240v mains, or 1v.
3. Contact the Sales dept. at Crescent Lighting for assistance ordering a replacement fan.

Note that Model CRE6255 is fitted with a time delay for the fan. Allow 5 minutes for the fan to switch on. If it does not, check that there is power to the timer. If there is, check if there is voltage at fan terminals.

**AT June 03  
8 Rivermead  
Pipers Lane  
Thatcham  
Berkshire  
RG19 4EP**

**p. +44 1635 878888  
f. +44 1035 873888  
e. [sales@Crescent.co.uk](mailto:sales@Crescent.co.uk)  
w. [www.crescent.co.uk](http://www.crescent.co.uk)**

**D. If the colour wheel is not rotating:**

1. Check the colour wheel wires and switch. (ONLY 24V should be wired/connected to colour wheel motor or it will burn out.)
2. Unscrew and lift the cover of the projector. Check and see if the colour wheel screws are tightened, be sure not to over tighten as this may damage the colour wheel, or if something is obstructing the rotation of the colour wheel.
3. Check for a 24V power supply across the colour wheel motor terminal block.
4. If the colour wheel is still not rotating, contact the Technical dept. at Crescent Lighting for further trouble-shooting.

**E. Light intensity has reduced over period of time:**

1. Make sure the optical port is still seated all the way in the projector.
2. Remove the optical port and check if ends of fibres appear damaged or melted, if they are then remove fibres from the optical port and re-make the optical port following the instructions on Installation sheet.
3. Dust may have accumulated on the lamp, colour filters, colour wheel or tips of the fibres. Taking care not to touch the lamp and inside the reflector or colour filters with you fingers, wipe free of dust with an isopropyl alcohol impregnated pad.
4. If none of the above steps help the lamp may be near the end of life, replace the lamp with a new one.

**F. Projector works for a few minutes and then switches off. I.e. cycling.**

This is almost certainly caused by overheating. There can be several causes:

1. Check that the fan is operating.
2. Check that the ambient temperature is no more than 35C.
3. There should be sufficient flow of air through the projector. See the installation instructions for requirements.

**AT June 03  
8 Rivermead  
Pipers Lane  
Thatcham  
Berkshire  
RG19 4EP**

**p. +44 1635 878888  
f. +44 1035 873888  
e. [sales@Crescent.co.uk](mailto:sales@Crescent.co.uk)  
w. [www.crescent.co.uk](http://www.crescent.co.uk)**

NOTE: Any and all servicing should be done with a great deal of care. This is a high voltage system. Any further trouble-shooting should be done by Crescent or the warranty will be voided.

**AT June 03  
8 Rivermead  
Pipers Lane  
Thatcham  
Berkshire  
RG19 4EP**

**p. +44 1635 878888  
f. +44 1035 873888  
e. [sales@Crescent.co.uk](mailto:sales@Crescent.co.uk)  
w. [www.crescent.co.uk](http://www.crescent.co.uk)**