

# **Troubleshooting Guide for Portable Signs**

**IMPORTANT NOTE:** Remember to always unplug the sign before servicing. We recommend using a certified electrician.

**Q. I can't find the parts.**

A. Unplug the sign. Remove the steel panel with the label that says to remove and slide out the fiberglass face. The tip, letters, lens covers, stand, legs, bolts and instruction sheet are inside the sign.

**Q. The lamp in the tip won't light.**

A. Unplug the sign. Remove the tip and unplug the yellow and white wires. Take off the yellow lens cover and remove the bulb that will not light. Reach up inside the tip from the backside and turn the back of the socket (the one that will not light) a ¼ turn clockwise. This will release the wires. Push the socket from the back in to the space where the bulb was. Take the socket out and look at the two grooves where the wires were to see if either of the two points are bent. Stand the points straight up and reinsert the socket from the front side.

Place the wires back in the grooves and twist the back of the socket clockwise. Reattach the yellow and white wire plug-in and replace the six screws to hold on the tip. Replace the light bulb and lens cover. Plug in the sign and press the reset button on the end of the cord.

**Q. The lamp in the bar won't light.**

A. Unplug the sign. Unscrew the bar from the top of the sign (approximately 28 screws). Lift the bar off of the sign just far enough to clear the ballast. Rest the bar on the ground and lean against the top of the sign. This will prevent most of your wiring problems.

Remove the screws that hold the metal partitions inside the bar and remove the partitions. Remove the screws that hold the light sockets metal raceway in and remove the raceway. Turn the back of the socket that doesn't work ¼ turn counter clockwise. The red and white wires will come out of the socket. Look at the grooves where the wires were and make sure that the two points are pointing straight up. If the points are bent, stand them up and reinsert the wires then turn the socket clockwise to get the points into the wires. Reinstall the raceway and partitions. Put the bar back onto the sign. The lights should now work properly.

**Q. The bar and tip do not work.  
The tip will not flash.  
The bar will not flash.  
The bar and /or tip are on constant.**

A. This indicates a faulty flasher. Unplug the sign. Remove the tip from the arrow bar. Remove the flasher from inside the arrow bar. Cut the black, white, yellow and red wires and discard the flasher. With wire nuts, attach the new flasher to the same colored wires (red to red, black to black, white to white, yellow to yellow). Reinstall the flasher in the bar and reattach the arrow tip.

**Q. How can I get my sign placed on a timer or dusk to dawn switch?**

A. The ground fault circuit interrupter (GFCI) will only stay on if the reset button is pushed manually. Anytime the power to the sign is interrupted, the GFCI will have to be reset. This is a safety feature.

**Q. The fluorescent lamps will not light.**

A. There are four possibilities:

1. The bulb could be bad. If neither bulb will come on, it still could be just one bad bulb. Unplug the sign and replace the bulbs.
2. Unplug the sign. Check two contacts in each socket to see if they are bent. If a contact is bent, use a knife blade or small screwdriver and bend it straight.
3. Check the voltage at the sockets and make sure the proper voltage is being run to the sign.
4. If the above solutions do not repair your problem you may have a ballast problem. Unplug the sign. Remove the fluorescent lamps and plug the sign in. Press the reset ground fault circuit interrupter. With a voltage meter, check the voltage at each socket. To do this, touch one lead to the contact in the socket and the other lead to bare metal. Three of the sockets should be about 400V each and one socket should be zero. If this is not the voltage, then the ballast is bad.

**Q. The leg bolts will not line up with the stand holes.**

A. They are not supposed to line up. The legs should be inserted up through the stand with the flat end which has the hole in it to the ground. The ½" bolts are the only used to hold the legs in place after the sign is set up.

**Q. The letters will not stay on the track.  
The letters bow too much in one track.**

A. There are two possibilities to this problem.

1. Check the height of the letters. They should be 8 15/16" tall.
2. One piece of track may be stapled in the wrong place. If so call for a replacement panel.

**Q. How do I remove the arrow bar and tip?**

A. Unplug the sign. Remove the small screws along each side of the arrow bar. Remove the bar and tip. Unwire the black and white wires going to the flasher. Place wire nuts on any exposed wire. Replace the bar with the ballast cover (ballast cover can be purchased separately from Wayne Industries).

**Q. How do I bypass the G.F.C.I.?**

A. **DO NOT BYPASS THIS FEATURE!** The GFCI is a safety feature. If it is bypassed, the warranty and United Laboratories listing is void and may cause serious injury or death.

**Q. The reset button won't work.**

A. Unplug the sign. Replace the GFCI on the end of the cord.

**Q. The track is not stapled securely.**

A. Unplug the sign. Drill a small hole in the track and panel. Use a #6 or #8 screw and nut to reattach.

**LIMITED MANUFACTURERS WARRANTY**

Wayne Industries warrants this sign against defects in materials and workmanship (excluding bulbs and lamps) for a period of 180 days from the date of purchase. When making a claim, please send the part and the proof of purchase to the address shown at the bottom of page.

**SEE PARTS LIST FOR PRICES ON ALL PARTS CALL 1-800-225-3148**