



Having trouble with the lights in your store?

Before you open an eTicket or call the Facilities helpdesk; please be sure to check the items below:

- Have you tried replacing the bulbs? (You can order bulbs by sending an e-ticket to Fixtures and Equipment – be sure to specify 3 ft or 4 ft bulbs).

Standard Bulbs:

- 3 ft - FO25835XPECO Lamp- 3FT 25W TwoProng Octron-Flour-30/case
 - 4 ft - FO32-841-xp-ECO1 Lamp-4Ft 32W 2Prong T8 Supersaver-30/case
- Have you checked to make certain all the breakers are on? (Sometimes an associate will turn a breaker off and neglect to tell anyone on store team – It happens!!)
 - Give a call to one of our Facilities Coordinators (866-888-4321); due to power surge it may be that the Novar energy management system may need to be reset!

If lights still do not come on; it is most likely a ballast issue and Facilities Coordinators will need to dispatch a lighting technician to replace ballast.

Be advised that all lighting repairs need to be approved by your DM and assumption will be made that the above items have been checked prior to opening an e-ticket.