

ENGLISH

RF9640-N - Z-Wave Plus Universal Smart Dimmer - For dimmable LED/CFL/ INC/ MLV/ ELV/HAL/FLR

RF9642-Z - Z-Wave Plus Smart Accessory Dimmer - For multi-locations

Troubleshooting Guide		
Symptoms	Possible Cause	Solution
Device doesn’t function. All LEDs are OFF	A) Circuit breaker is Open or tripped B) Air Gap switch on the dimmer is pulled out to the OFF position C) Improper wiring D) Defective dimmer	A) Turn ON/Close the circuit breaker B) Push in the disconnect switch on the dimmer C) Check and correct wiring D) Replace dimmer
Erratic operation or flickering LEDs	A) Loose wiring connections B) Low dim setting (RF9640-N)	A) Check wiring and following instructions provided with the device B) Set minimum brightness to a higher level (RF9640-N)
Lights turn ON after long delay	A) Rapid start feature is disabled (RF9640-N) B) Low dim setting (RF9640-N)	A) Enable rapid start feature (RF9640-N) B) Set minimum brightness to a higher level (RF9640-N)
Device functions normally using the dimmer push buttons but not from Z-Wave controller and one of the blue LEDs blinks ON and OFF about once per second	Dimmer is not included in Z-Wave network	Include dimmer in a Z-Wave network using a Z-Wave controller. Refer to Z-Wave controller user manual for installation instructions
Device function normally but can’t add the device to the Z-Wave network and LED is blinking	A) The device is far from controller B) Not following the instructions of how to add a device to a network	A) Start the installation process with the devices closer to the controller first B) Refer to the controller manual
Device functions normally using the dimmer push buttons but not from Z-Wave controller and no LEDs are blinking	Controller can’t communicate with the device	Go through Local Reset procedure and re-add the device to the network
Device functions normally both locally and from a Z-Wave controller but can’t be controlled from a dimmer accessory switch (RF9642-Z) or other Z-Wave device	The dimmer accessory or other Z-Wave device is not associated with the dimmer you wish to control	Create an association between the dimmer accessory or other device and the dimmer. Refer to your Z-Wave controller user manual for details
Dimmer is warm to touch after a period of time	This is normal	No action required

FCC STATEMENT
This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:
1: This device may not cause harmful interference, and
2: This device must accept any interference received, including interference that may cause undesired operation.
NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC CAUTION:
Any changes or modifications not expressly approved by Eaton Wiring Devices could void the user’s authority to operate the equipment
This device complies with Industry Canada’s license-exempt RSSs. Operation is subject to the following two conditions:
(1) This device may not cause interference; and
(2) This device must accept any interference, including interference that may cause undesired operation of the device.

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Eaton Wiring Devices warrants its Dimmer to be free of defects in materials and workmanship in normal use and service for a period of two years from date of original purchase. THIS TWO (2) YEAR LIMITED WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, OBLIGATIONS, OR LIABILITIES, EXPRESSED OR IMPLIED (INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE THAT IS IN DURATION IN EXCESS OF TWO YEARS FROM THE DATE OF ORIGINAL CONSUMER PURCHASE). NO AGENT, REPRESENTATIVE, OR EMPLOYEE OF EATON HAS AUTHORITY TO INCREASE OR ALTER THE OBLIGATIONS OF EATON UNDER THIS WARRANTY.
To obtain warranty service for any properly installed Eaton Dimmer that proves defective in normal use send the defective Dimmer prepaid and insured to Quality Control Dept., Eaton Wiring Devices, 203 Cooper Circle, Peachtree City, GA 30269; in Canada: Eaton Wiring Devices, 5925 McLaughlin Road, Mississauga, Ontario L5R 1B8. Eaton will repair or replace the defective unit, at its option. Eaton will not be responsible under this warranty if examination shows that the defective condition of the unit was caused by misuse, abuse, improper installation, alteration, improper maintenance or repair of damage in shipment to Eaton. EATON SHALL HAVE NO RESPONSIBILITY FOR INSTALLATION OF THE DIMMER, OR FOR ANY PERSONAL INJURY, PROPERTY DAMAGE, OR ANY SPECIAL, INCIDENTAL, CONTINGENT, OR CONSEQUENTIAL DAMAGES OF ANY KIND, RESULTING FROM DEFECTS IN THE DIMMER OR FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THIS PRODUCT.
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