I’m hearing a noise from my PIXIE product, why?

Dimmers · https://pixiepartners.com.au/support-docs/im-hearing-a-noise-from-my-pixie-product-why/

Electronic products sometimes emit noise.

PIXIE products are designed to comply with Australian standards in relation to electrical safety and emissions.

Dimming

If you are experiencing buzzing or noise when dimming, this is sometimes simply a result of dimming which can sometimes be noisy.

There are a lot of different reasons why this happens and best to consider these items below first.

Some of the questions your electrician will need to answer for you.

1. 1. Is there an incompatibility between the PIXIE dimmer and the lights being used?
2. 2. Are the lights being dimmed actually dimmable?
3. 3. Are the lights "trailing-edge" compatible?
4. 4. Are there any IRON-CORE transformers in the lights or anywhere on the lighting circuit being dimmed?

Another item to check is to ensure that the lights being dimmed carry the RCM mark. This means the product is approved to be installed in Australia.

On the DRIVER and the FIXTURE, there needs to be present this symbol. If it is not present on both, then it is not complaint and should not be used.



If it does not have an RCM mark then you should seek to replace the lights (driver and fixtures) with complaint product.

More information here about that:

https://www.eess.gov.au/rcm/regulatory-compliance-mark-rcm-general/

This all checks out - what now?

If you feel that the level of noise being emitted is not acceptable - and everything above checks out - its possible to install the dimmer in the ceiling space.

Ask your electrician to install the dimmer in an electrically safe enclosure and then mount a PIXIE Multifunction Controller (SMF/BTAS) to the wall plate.

This moves the dimmer to a location where any audible noise will be further reduced through distance and building materials, without impacting its operation negatively, and mounting of the SMF/BTAS into the wall plate provides the same on wall control.

The SMF/BTAS is simply paired to the dimmer, now in the ceiling, which provides complete MIMIC control of the dimmer.

As the SMF/BTAS is essentially a powered remote control, and does not control the dimming load directly, it provides ' silent' operation.

Switches

Much like a dimmer, as an electronic device noise sometimes occurs depending on what it is connected to.

Work through these questions, some of the questions your electrician will need to answer for you.

First, inside the switch is a relay - and when you turn the device on and off it will click - this is the relay operating - and is the expected operation and sound.

1. 1. Is the PIXIE switch within its load and operating parameters depending on the load type (resistive load versus inductive loads for example)- These can be checked in the installation manual for your product
2. 2. Are the devices being controlled RCM compliant?
3. 4. Are there any IRON-CORE transformers being controlled? Care needs to be taken with respects to load requirements

Much like the dimmer, the Switches can be relocated from the wall to plate another location (ceiling space) and then an SMF/BTAS used to pair to it, for on wall control.