

## WHY DOES MY LAMP NOT TURN ON?

Occasionally, customers ask: **What do I do if my lamp does not turn on?**

Please note that all NOVA of California products are UL or ETL certified and have been thoroughly tested 3 times for safety, functionality and packaging. This product is designed to last for 50+ years and you can find many NOVA vintage products in secondary markets selling for high prices that have been in use for 70+ years. Before your lamp left our workshop, our team inserted a bulb and ensured it turned on.

**If your lamp does not turn on, we ask you to confirm the following steps to ensure your lamp does turn on properly, as it did when it left our workshop:**

- 1. You purchased the recommended dimmable, led bulb specified on our website. Test the bulb in another lamp to make sure the bulb is live.**
- 2. You plugged the lamp into a 110V socket which you confirmed is live by plugging in another electrical appliance to ensure the outlet is live.**
- 3. You verified that the brass tab contact in the socket is elevated enough to make contact with the bulb.**
- 4. You ensured that the metal switch cover is attached snugly to the switch and is not loose by making sure it only turns 180 degrees.**

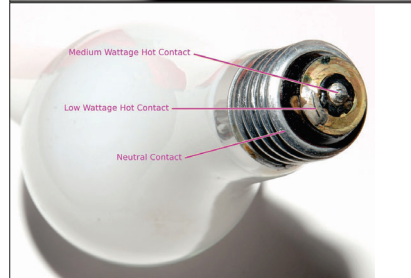
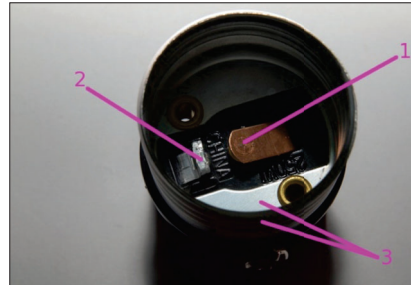
1. Confirm you purchased a high quality dimmable LED bulb suggested on our website and ensure it is live.



2. Confirm the surge protected 110/120V wall outlet is live by testing another appliance in that outlet.



3. Confirm the brass socket tab is making contact with the bottom contact of your bulb. If necessary, disconnect the lamp, then with your fingernail (or a flathead screwdriver) pick up the small copper tab inside the socket to ensure you have contact.



4. Confirm that the metal switch cover is attached snugly to the switch protrusion and is not loose by making sure it only turns 180 degrees and has some resistance. If it is loose, you can easily tighten it with a 0.2 mm allen key.

