Troubleshooting Guide

Maestro® occupancy sensing switch

Symptom	Possible Causes	Solution
Cannot switch power ON or OFF with the newly installed sensor switch.	Green wire is not connected to ground.	Connect green wire to ground. Ground is required for the sensor switch to function. Models: MS-OPS2 MS-VPS2 MS-OPS5M MS-VPS5M, MS-OPS6M2-DV MS-VPS6M2-DV
	White wire is not connected to neutral.	Connect white wire to neutral. Neutral is required for the sensor switch to function. Models: MS-OPS6M2N-DV MS-VPS6M2N-DV
Lights do not turn ON when space is occupied.	Sensor mode is set to *Manual-On (Vacancy)*.	Refer to instructions to change custom settings.*
	Sensor Mode is set to *Auto-On Daylight Sensing (ALD)* and the light level in the room is too bright.	Turn the lights on within 5 seconds upon entering the room to change the daylight threshold.
	Sensor does not have full view of room.	Move objects blocking the sensor's line-of-sight.
	Multi-location / 3-way wiring may be incorrect.	Refer to wiring diagrams in instructions.

*see www.lutron.com/TechnicalDocumentLibrary/048461.pdf

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Symptom	Possible Causes	Solution
Lights turn back ON after they are manually turned OFF.	Sensor mode is set to *Auto-On and Auto-Off (Occupancy)*. Lights will continue to turn back on 25 seconds after a manual off in Occupancy mode.	Change the Sensor Mode to *Manual-On and Auto-Off (Vacancy)*. Refer to instructions to change custom settings.
	Sensor mode is set to *Auto-On Daylight Sensing*.	Continue to turn the lights off to make the sensor learn your preferred light level.
	Manual Off while Occupied setting is Disabled.	Change *Manual Off while Occupied* setting to Enabled.*
Lights turn OFF while space is occupied.	Sensor's timeout is too short for this application.	Increase timeout (i.e. 5 minutes to 15 minutes).*
	Sensor does not have full view of room.	Move objects blocking the sensor's line-of-sight.
	Sensor's sensitivity is set too low.	Change sensitivity to *high*.*
Lights stay ON after space is vacated.	Sensor's timeout has not yet expired.	Wait for the timeout to expire.
	An external noise source such as an HVAC vent is interfering.	Change the sensitivity to *low*.* Try to eliminate the external noise source.
Lights turn ON when walking past room.	Sensor coverage extends beyond room perimeter.	Change sensitivity to *low*.*
	Reflections off shiny objects can allow the sensor to see outside the typical coverage.	Change sensitivity to *low*.* Block part of the lens.

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Symptom	Possible Causes	Solution
Lights turn ON in Vacancy mode.	Lights can turn on in the 15 second “grace period” following timeout.	If timeout is 1 minute, wait 1 minute 30 seconds to enter room again to verify lights don’t turn back on.
	Sensor Mode may be set to something other than *Manual-On (Vacancy)*.	Refer to instructions to change custom settings.*
Lights turn OFF then immediately turn back ON.	The load being controlled may be triggering an occupancy event.	Change sensitivity to *low*.*
	There is an object in the room that is changing temperature rapidly.	Cover portions of the lens to prevent the sensor from detecting the heat source.
Sensor does not respond to a manual button press.	Initial power up or power outage.	Wait 30 seconds after power is applied to toggle the load.
	1st button press may not work after initial power up.	Press the button again.
3-way switch does not turn the lights ON.	Multi-location / 3-way wiring may be incorrect.	Refer to wiring diagrams in instructions.
	3-way switch may have a locator light.	Replace the 3-way switch with one that doesn’t have a locator light.
Lights “double toggle” when an accessory switch is pressed (example: lights turn on then off quickly with only one press)	Blue wire length is too long.	Maximum wire length is 150 ft.
	The tap button on the accessory switch was held too long.	Use the accessory switch normally—press the tap button on the accessory switch quickly instead of holding it.

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