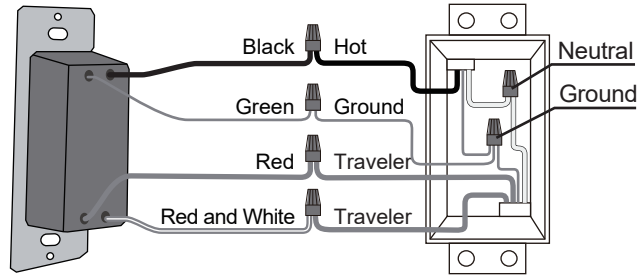




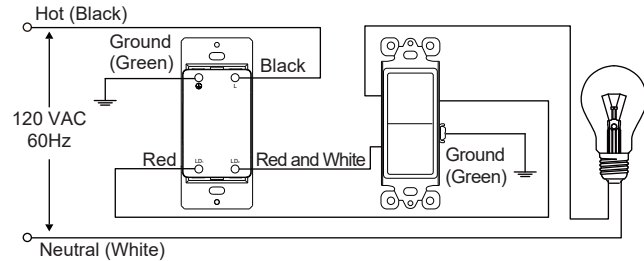
## STEP 3B 3-Way Wiring Application



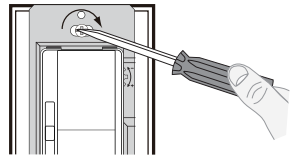
**IMPORTANT:** In a 3-way circuit, only one dimmer can be used

- Black wire on the dimmer connects to the Common (Line or Load) Wire.
- The Red, and Red and White wires on the dimmer connect to the Traveler wires. These two wires are interchangeable in this application.
- Green wire on the dimmer connects to ground. This is usually a bare copper or green wire in the wall box.
- No neutral wire required, suits houses of all ages.

With each connection twist the wires together and secure with a wire nut. Check to ensure each connection is tight and secure and there are no bare wire visible.



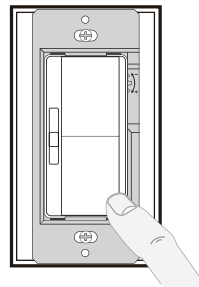
## STEP 4 Mounting Dimmer



Carefully position the wires in the wall box to make room for the dimmer. BESTTEN DS09M dimmers are of a slim design to make this step easier. Using the provided mounting screws, secure the dimmer to the wall box.

## STEP 5 Test Dimmer

- Turn on power at the breaker or fuse panel.
- With the dimmer slide in the brightest (all the way up) position check the ON/OFF function of the rocker switch.
- Check the function of the dimmer by slowly moving the dimmer slide up and down, noting how the lights dim.
- If you are satisfied with the operation of the dimmer. Finish the dimmer installation by installing a wall plate.



## If lights experience any of the following, proceed to STEP 6

Lights flicker at low settings.  
Lights do not come on until dimmer is at high setting.  
Lights turn off when being dimmed.  
Lights do not turn on at the lowest setting.  
Lights are too bright at lowest setting.

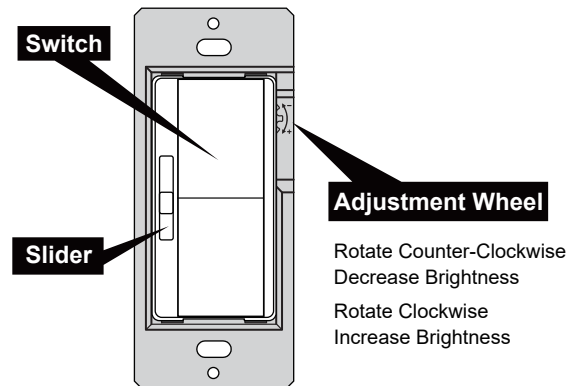
## STEP 6 Adjust Dimming Range

To adjust the dimming range you can rotate the Adjustment Wheel to raise or lower the minimum brightness of your lights. The Adjustment wheel can also be used to eliminate flickering at the lowest setting.

- Turn ON the rocker switch and move the dimmer slide to the lowest (all the way down) position.
- Rotate the Adjustment Wheel clockwise all the way down to the highest position.

NOTE: If the wheel stops in either direction, do not continue to rotate it.

- Rotate the Adjustment Wheel counter-clockwise up slowly until the lowest desired light level is achieved and the lights are not flickering.
- With the dimmer slide in the lowest (all the way down) position, check to make sure the lights turn on and do not flicker. If not, rotate the Adjustment Wheel clockwise slightly and check again.
- Once you are satisfied with the operation of the dimmer. Finish the dimmer installation by installing a wall plate.



## TROUBLESHOOTING

Please carefully read any troubleshooting steps that apply.

### Problem 1 Lights flicker at low settings

Refer to STEP 6 Rotate Adjustment wheel to raise starting voltage to eliminate flickering at low settings.

### Problem 2 Lights flicker at all settings

1. Ensure all lights are marked as the dimmable type, are the same brand and model and wattage.
2. Change brand or model of bulb ensuring they are dimmable to check compatibility.
3. Ensure only one dimmer is installed in a 3-way circuit.
4. Ensure the maximum wattage is not exceeded for type of light (300W for LED and CFL, 600W for Incandescent).
5. Ensure all electrical connections are secure on both dimmer and lights.

### Problem 3

A: Lights turn off when being dimmed

B: Lights do not come on until dimmer is at high setting

1. Refer to STEP 6 Rotate Adjustment Wheel to raise starting voltage to ensure lights turn on at lowest setting.
2. Ensure all lights are marked as the dimmable type, are the same brand and model and wattage.
3. Change brand or model of bulb ensuring they are dimmable to check compatibility.

### Problem 4 Bulbs dim at different rates or act differently at settings

Ensure all lights are of the same brand, wattage and model. It helps if all bulbs are even from the same batch as variances in light manufacturing can cause bulbs to act differently at lowest setting levels.

### Problem 5 Dimmer is not working in 3-way position

1. Ensure only one dimmer is installed in a 3 way circuit.
2. Refer to Diagram in STEP 3B. Check all wiring of dimmer and 3-way switch ensuring Line, Load and traveler wires have all been identified and connected correctly, to both the dimmer and the switch. There is no standard for wire color in a 3 way circuit, consult an electrician if help is needed to identify the wires.

### Problem 6 Audible buzzing or humming from dimmer

1. Ensure only one dimmer is installed in a 3 way circuit.
2. Ensure all lights are marked as the dimmable type, are the same brand, wattage and model or change brand of bulb.
3. Ensure the maximum wattage is not exceeded for type of light (300W for LED and CFL, 600W for Incandescent).

### Problem 7 Lights are too bright at lowest setting

1. Refer to STEP 6 Rotate Adjustment Wheel to lower starting voltage to ensure lights are adequately dimmed at lowest setting.
2. Ensure all lights are marked as the dimmable type, are the same brand and model or change brand or model of bulb.

If all troubleshooting steps have been carefully followed and the problem continues, please contact a qualified electrician or customer support for more information.

## WARRANTY

BESTTEN warrants to the original customer that this product is free of defects in materials and workmanship for one year from the purchase date. Within this period, simply contact BESTTEN CARE with proof of purchase and reason of claim. We will replace the product for free.

Any product which is subject to misuse or accidental damage is excluded from this warranty.

support@ibestten.com  
1-800-358-6160 (Mon-Fri 9AM-5PM PST)

For more products from BESTTEN, please visit our website  
www.ibestten.com