

Wiring and Switches

Can the lights be dimmed at the primary side?

A. Yes, this is possible with the dimmable magnetic drivers or electronic low voltage drivers controlled by wall dimmers. Please contact us for more information.

How long can the lead of an LED light / LED flexible strip light be?

A. 6 metres (19'-8"), with a longer lead the resistance drops and the specified light intensity cannot be guaranteed.

Can the multi switch box and the multi driver box be connected in series multiple times?

A. No, because the signals would not be transmitted properly.

With what output tolerance should drivers and LED lights be calculated?

A. ± 10 percent.

What is AWG 20?

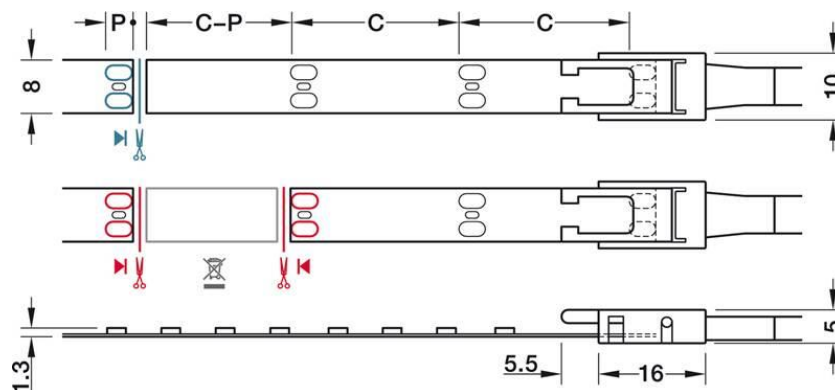
A. AWG stands for American Wire Gauge. It is the coding for wire diameters in electrical leads that are mainly used in North America. This identifies the cross-section of wires in electrical leads that consist of strands of wire.

Why do the lights have to be plugged in first before connecting the primary plug?

A. If the driver is connected to the power first, electrical power is output at the secondary side, which can lead to overvoltage which damages the lights if they are connected.

Can I simply cut LED flexible strip lights to length?

A. You can cut the strip light, but make sure you cut on the side that you need. Depending on if you cut on the left or right side will determine how you can connect to the positive and negative on the strip light lead.



Troubleshooting

Why does the light flash at regular intervals when it is switched off?

A. This is caused by leakage current in the electrical installation which is charging the capacitor in the driver until it briefly gives off the power at regular intervals to discharge itself resulting in brief flashing of the light. Solution: Check the entire installation.

Why does my LED light flash?

A. Flashing is a sign of underloading or overloading. Use a driver with higher power or reduce the consumption.

Why is the door sensor switch not operating correctly?

A. When sliding doors are being used, the door sensor switch cannot record the rapid movement and the movement of the door properly. Dark surfaces (e.g. jet black) have poor reflection, therefore the optical sensor may fail to detect the door panel. Please contact us to discuss a solution.

Troubleshooting LT-SWITCH-TOUCH

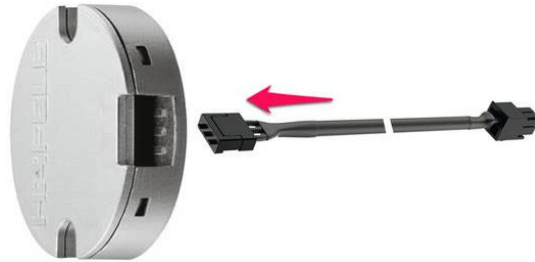
Step 1. Determine if the issue is with the lights or the switch.

If the switch is plugged directly into 6-way with switch, unplug the black square plug (the switch plug). Without the switch plugged in, connect the driver to power. If the lights are still flickering, then there are connection issues or hardware issues with the light.



Step 2. If the lights are all working in Step 1, then that means the problem is with the switch. There are a few possible issues.

A. The lead (cord) is not pushed all the way in. This would require accessing the switch by either: removing the plant-on panel, or if it's in the inside of the cabinet, removing the cover sticker. Make sure the connection is made.



B. The switch lead (pictured below) could be damaged somehow along the pathway. Please inspect all leads for signs of damage.



C. There is a chance the sensor could be malfunctioning. Tip: it is best to let the switch “acclimate to its surroundings”. It works capacitively (i.e. by measuring the change in electric charge when you touch it) so it needs a few mins for the electric field on the surface of the panel to “stabilize”.

D. It might be having interference from an electromagnetic field. The switch cannot be right beside a microwave for instance. The distance required is 500 mm (approx. 20”).

Service Life

What is the service life of an LED?

A. Up to 50,000 hours.

What is the service life of the drivers?

A. Approximately 70,000 hours at an ambient temperature of 40°C (113° F).

What has a major effect on the service life of drivers and LEDs?

A. An ambient temperature and/or input voltage that is too high.

Health Concerns

Is there infrared radiation from LEDs?

A. LEDs do not emit infrared radiation like incandescent bulbs do.

Is there heat generation from LEDs?

A. All light sources produce heat, even LEDs. However, they do not become very hot, especially if the LEDs and lights are fitted with “heat sinks”, which help reduce heat. Decor uses aluminum profiles on the tape lights and our puck lights have built-in heat sinks to direct the heat away from the LED.

Do LEDs affect food?

A. Since LEDs do not emit UV radiation, they are a better option for supermarkets, restaurants and kitchen lighting. UV radiation reduces the nutrient content in foods, while all other light sources, including natural and artificial emit UV radiation. In addition LEDs do not emit heat which keeps foods fresher longer.

Is there lead in the lighting products?

A. Our lighting products are lead-free and adhere to the RoHS guidelines.

LED Temperature

What do light temperatures mean? How warm is 3000 K and how cool is 4000 K?

A. LEDs do not emit infrared radiation but are categorized based on their correlated color temperature, in Kelvins (K). Decor offers our entire lighting offering in both “warm” 3000 K and “cool” 4000 K. The image below shows reference points for several lighting temperatures.

What binning (color deviation) do your LED lights have?

A. Avg. ± 150 Kelvin – single bin, 3 step

