



Frequently Asked Questions

Q: What does LED stand for?

A: LED stands for Light Emitting Diode.

Q: What is an IP rating?

A: IP ratings are an indication of an electrical product's protection against solid objects such as dust and dirt and moisture. IP stands for ingress protection. The IP rating consists of two digits, the first number refers to the product's protection against solids, the second refers to its protection against liquids.

Q: What is RGB?

A: RGB simply stands for 'red, green and blue'. An RGB LED product has the ability to combine these three colours to produce over 16 million hues of coloured light.

Q: Can I cut the LED / RGB strip at any point?

A: The LED can be cut at 25mm intervals indicated by the copper strips.

Q: Do you offer a bespoke service and if so what do I need to provide?

A: Yes we do, just send details of the installation area, quantity of LED required and the effect you are trying to achieve.

Q: Do you offer alternative voltages?

A: Yes, our standard drivers work on an input voltage of 200-240v but we can supply 110v rated drivers if required.

Q: What is the life span of LED?

A: Our LED strips have an average lifespan of 40,000 hours

Q: Can I replace my LED lights?

A: The LEDs have a lifetime of around 40,000 hours. Under normal operating conditions, replacement will not be necessary but is possible if required. Should you need to replace your LED lights we recommend you consult a qualified electrician to perform the modification.

Q: Do I require an Electrician to complete the installation?

A: Yes, Wiring is against the law in the UK unless you are a qualified electrician.

Q: Can I wire the lights to a standard light switch or dimmer switch?

A: Yes, we recommend you consult a qualified electrician to assist with the installation.

Q: Can I add more zones of LED at a later date?

A: Yes, providing you are using a system which is compatible with multi-zone installation (eg. RGB), you can add or amend lighting zones using the remote control handset.

Q: Can I use my own LED system with the Genesis profiles?

A: Yes, but we recommend you follow our specification to achieve the optimal results.

Q: How many ports to the Drivers have

A: The LED has 6 ports and the CCT / RGB have 4

Q: I have a single staircase with 20 steps @1m of CCT, each driver can only accept 4 LED's due to the number of micro ports so I will need 5 drivers. The catalogue states that it is one receiver per driver but I want this staircase to be all ZONE 1, Can you have 5 receivers all programmed to 1 zone?

A: Yes, it is one receiver per driver but up to eight receivers can be programmed to the same zone on the same remote as long as you use the multi-zone remote and receivers.

Q: Is a dedicated power lead required for each driver?

A: No, multiple drivers can be wired to a single power lead if required, a qualified electrician will be able to advise further.

Q: Is it possible to increase the number of connector ports supplied with each driver?

A: Yes, we offer a Connector Block Extension which provides an additional four ports if required, however the extension does occupy one of the existing ports on the driver so this must be taken into account. The power limit of the driver is not affected by this adaptation so wattage restrictions must still be observed.

Q: What is the specification of the wiring used in your LED system?

A: The wiring is 2192Y 0.75mm.