

UniLED

Frequently asked questions

Do the UniLEDs get hot?

- As the UniLEDs are only 0.5 watt each, they do not get hot and are cool to touch.

Are the UniLEDs safe for showers, bathrooms, kitchens and hot tubs?

- Yes. The fittings are IP68 rated, which makes them suitable for use in water. However the connectors are only IP67 – which is not waterproof, so they will need to be out of water

How far can I run the lights from the power supply?

- We suggest no more than 80 metres per run

How far apart should I place each light?

- We would suggest approximately 1m apart for the optimum effect. However it is possible to place them up to approximately 1.8m apart

Where should I place the power supply?

- The power supply is weather-proof. Ideally under-decking, inside a garage or shed, or on a sheltered wall

I don't have enough cable to reach from the power supply to the 1st light?

- Simply purchase an extension lead – available in 1, 2, 4 or 10 metres. Several of these can be connected together if required – please ensure the seals are securely connected

Can I add more lights after installation?

- 13w power supply will operate up to 25 lights
- 50w power supply will operate up to 100 lights
- If you already have 25 lights connected to a 13w power supply and wish to add more, simply replace the 13w power supply with a 50w power supply

How far from the remote link will the remote work?

- The remote should be effective up to 15 metres (subject to line of sight)

If I want to set the UniLEDs into pavers, how can I access them in case of a problem after installation?

- Order lights with a shorter lead, which are easier to access – this is a ‘special order’ which needs to be actioned over the phone

Will the UniLEDs operate outside the UK?

- Yes, the power supplies are universal input (110V/240V)

What’s the difference between the clear and frosted UniLEDs?

- The frosted lens ‘hides’ the circuit board that emits the light, so you just see the frosted lens
- The frosted lens reduces the glare from the light fitting
- The frosted produces a softer light

What is the warranty for the UniLEDs?

- The UniLEDs have a 2 year warranty

UniLED Trouble shooting

We recommend that once the power supply is connected to the mains supply that you test the system prior to installation by connecting up all the lights and power supply

The lights are flickering or pulsing

- In between the flickering, check each light individually to ensure both LED’s working
- Check all the 2-pin connectors are properly aligned and have full contact
- Disconnect a single light from the system completely and connect to the power supply only, ie only one light is connected.
 - If the pulsing continues on this single light, there is a problem with the power supply.
 - If the pulsing stops, there is likely to be a fault in the system. Check all the lights and connections.