

QUESTIONS

ANSWERS

<p>Q: Do TCP Dimmable Series products dim exactly like an incandescent lamp?</p>	<p>A: TCP TruDim Series products have slightly different dimming characteristics due to the electronics of a CFL vs. an incandescent filament however they are very close in performance 1) They will dim down to 2% of light output vs. zero for incandescents. 2) Electronic components do not respond in the same manner as a heated incandescent filament therefore there will be a slight difference in visual operational characteristics</p>
<p>Q: Do TCP's TruDim Series products work on ordinary incandescent dimmers?</p>	<p>A: YES! Designed specifically for use with standard non-illuminated 600 watt incandescent slide or rotary dimmers that are currently available in the market. They will also work with CFL dimmers that are available in the market. Consult TCP Customer Care or the dimmer manufacturer for compatibility with other dimmer types.</p>
<p>Q: Will TCP's TruDim Series products work on every incandescent dimmer ever made?"</p>	<p>A: NO! Although TCP's TruDim Series product has been approved for use with 600 watt incandescent dimmers, there are certain types of dimmers that have proven to be incompatible due to certain dimmer features or outdated dimmer technology.</p>
<p>Q: How can I tell if a dimmer is not compatible with a TCP TruDim lamp?</p>	<p>A: Generally speaking, certain programmable electronic and/or remote control dimmers are not compatible. Additionally, high wattage dimmers (1000w+) are typically incompatible because of different voltage/current regulations, manufacturing regulations, and manufacturing tolerances. Illuminated (glow-in-the-dark) dimmers are usually incompatible with dimmable CFLs.</p>
<p>Q: Can TCP recommend a compatible dimmer?</p>	<p>A: Although TCP is not at liberty to recommend one manufacturer or brand over another, basic lab testing and real-world experience has shown that 600 watt max, mid-grade, non-illuminated slide and rotary dimmers function well. Also the new CFL-LED dimmers now available also function well. Follow these links to obtain more compatibility information about Lutron and Leviton dimmers: http://www.lutron.com.service-support/technical/pages/technicalfaq.aspx http://wwwcommunities.leviton.com.docs/doc-2542</p>
<p>Q: Will TCP's TruDim Series products flicker at the low level as other CFL Dimmable product does?</p>	<p>A: NO! TCP's Dimmable series product contains a low end shut off which turns the lamp off at 2% of the light level. This stops the flickering at the low end and enhances lamp life.</p>
<p>Q: Why is it important to control the low end dim level for TCP's TruDim Series products?</p>	<p>A: There are two reasons: 1) Lamp performance instability in the form of flickering is displeasing to the human eye. 2) Continuous flickering will significantly shorten lamp life.</p>
<p>Q: Does the performance of TCP's TruDim Series products rely on the quality of a dimmer?</p>	<p>A: YES! Consideration must be given to the age and quality of a dimmer if it is to be used with a TCP TruDim Series product. Because of the recent push to save energy, newer dimmers are more likely to be CFL compatible. Older dimmers are not as capable of withstanding voltage spikes, which, if used, would ultimately damage the circuitry in the TCP TruDim Series product.</p>
<p>Q: Can 1000 watt or larger commercial grade dimmers be used with TCP's TruDim Series products?</p>	<p>A: No! Most commercial grade dimmers are manufactured to be used with incandescent lamps which have a large resistive load when energized. Since TCP TruDim products are electronic, they do not have the same resistive load as an incandescent, and as such, the dimmer will not be able to maintain the proper power balance needed to perform as intended.</p>
<p>Q: How do you properly use TCP's TruDim Series products?</p>	<p>A: TCP recommends a burn-in period of 2 hours at full power to stabilize the lamp before dimming. If lamps have been idle for an extended period of time burn at full power for 30 minutes before dimming. When dimming to the off position lamps may pulse at the low end briefly then turn off. This is a safe mode for the lamps and will not hurt the lamp or dimmer.</p>
<p>Q: Will it damage the lamps if they are turned on at too low a level and they don't come on?</p>	<p>A: NO! TCP TruDim lamps are designed to be turned off and on at a low level with an on/off switch located on the dimmer. If the lamps do not turn on simply move the dimming level up till the lamps turn on then dim down to desired level. With some dimmer models the lamps can be turned off just by using the slider or rotary switch, you may need to raise the slider or rotary switch to a higher level to turn the lamps back on.</p>
<p>Q: What is the warranty and average life of TCP's TruDim Series products?</p>	<p>A: TCP's TruDim Series product is warranted for 24 months. Using accepted industry standards, the average life is rated at 12,000 hours.</p>
<p>Q: Can TCP TruDim be used in 3-way lamp sockets?</p>	<p>A: NO! TCP's TruDim Series product will not perform like a 3-way bulb in a 3-way socket they will only have 1 light level at full power.</p>
<p>Q: Will frequent dimming significantly shorten the life of a TCP TruDim Series products?</p>	<p>A: NO! Frequent dimming will not significantly reduce the life of the TCP TruDim Series product.</p>
<p>Q: Can the TCP TruDim be used with a touch lamp?</p>	<p>A: NO! Touch lamps are actually controlled by a 3-way switch, so the same rules as the 3-way switch apply in this case.</p>
<p>Q: How many TCP TruDim lamps can be used on the same dimmer?</p>	<p>A: To compensate for "inrush current" (timed in milliseconds, the initial flow of electrical current that is needed to start the CFL), TCP recommends dividing the dimmer's rated wattage in half and then using that wattage number to outfit the fixture. For example: 600 Watt Dimmer ÷ 2 = 300 Watts TCP's 14W Dimmable CFL: 300 ÷ 14 = 21 lamps TCP's 16W Dimmable CFL: 300 ÷ 16 = 18 lamps NOTE: Since every dimmer is manufactured differently there may be some variance in these numbers. The above examples are a rough estimate only.</p>
<p>Q: Will TruDim product all turn off simultaneously when dimmed down to 2% or below?</p>	<p>A: NO! if you have a series of TruDim product on a circuit as you dim down to 2% or below the lamps will turn off at different times. Eventually all will turn off but you may have a situation (extremely small range on your dimmer control) with a portion of the lamps still on and the rest off.</p>
<p>Q: Why do some of the lamps strobe at the very low end before turning off?</p>	<p>A: This is due to the low dim level turn-on capability. When the lamps are dimmed to below 2% some of the lamps may pulse or strobe 4-6 times then turn off. This does not affect the life or performance of the lamps.</p>
<p>Q: Can TruDim lamps be used with other dimming CFLs or lamps?</p>	<p>A: No it is recommended to use 100% TruDim lamps on a circuit do not use any other Dimming CFL lamps in combination with TruDim. This may affect the performance of the lamps during dimming mode.</p>