

PRO SERIES VS. DESIGN SERIES

FAQs

Q. WHAT KELVIN TEMPERATURES ARE AVAILABLE?

- A. Pro Series Available in 2700K, 3000K, 3225K, 3500K, 4100K, 5500K, and 6200K
Design Series Available in 2200K, 2500k, 2700K, 3000K, 3500K, 4100K and 5500K

Q. WHAT CRI DOES NOVA FLEX OFFER?

- A. Pro Series is 80+ CRI, while our Design Series is 90+ CRI.

Q. DOES NOVA FLEX PROVIDE WARRANTY FOR THEIR PRODUCTS?

- A. Yes. Nova Flex offers a 2 year warranty on its Pro Series and a 5 year warranty on the Design Series.

Q. WHICH OF YOUR LIGHTS IS MOST EFFICIENT?

- A. The Design Series is the most efficient with lights nearing 100 lumens / watt.

Q. WHAT VOLTAGE'S DO YOU OFFER DS AND PRO IN?

- A. Both Pro Series and Design Series are available and commonly stocked in 24V, Pro Series is also available in 12V as a special order which is 6-8 Week delivery time.

Q. IS CUSTOMIZATION INCLUDED IN YOUR PRICING?

- A. Yes. All customized projects are free of charge as part of the services we offer. Charges may apply for added services such as assembly in channel, or if the number of jumpers exceeds total footage.

Q. CAN I CUT THE RIBBON IN THE FIELD?

- A. IP20 & IP65 – Yes. The ribbon can be trimmed in the field at pre-defined marks that are labeled on the ribbon with scissors, however we strongly discourage soldering and assembling in the field as this can void our UL marking and warranty.

IP68 – No. Even trimming at pre-defined marks will void the warranty with IP68 ribbon. This is due to the IP68 waterproof precautions. If the ribbon is trimmed in field, Nova Flex LED can no longer guarantee that the ribbon is IP68 waterproof.

Q. IS THERE A MINIMUM JUMPER LENGTH?

- A. Yes. The smallest jumper we can do currently is 2 inches. However, a 3in jumper is the perfect length to loop the jumper to create a seamless transition of light.

Q. IS YOUR RIBBON CLOSET RATED?

A. Yes. Our Pro 60 Series and Pro 120 Series are both closet rated when used in a channel. Just let us know if you require closet certification when you order, and we will make sure the proper precautions are taken to pass inspection.

Q. WHAT TYPE OF WIRE DO YOU USE FOR LEAD / JUMPERS?

A. Nova Flex LED uses 20 Gauge AWM Wire – It is black and red copper coated wire with an additional outside sleeve for extra protection.

Q. IS YOUR LEAD AND JUMPER WIRE IN-WALL RATED?

A. No. Most of our job's do not require In-Wall rated wire as it is not necessary on larger projects. However, we do have In-Wall wire available by request. Please specify on your PO and we will adjust internally as needed.

Q. WHAT ARE THE CHANCES I WILL NOT PASS INSPECTION FROM MY LOCAL AHJ?

A. Nova Flex LED is a System Certified UL lighting provider. This means we have regular factory inspections from a UL inspector who comes to our factory and ensures compliance and quality. Anything that we put a UL label on at Nova Flex LED also has documentation to support the customization, eliminating risk to the end user not passing inspection. If additional documentation is needed by the inspector, we can provide free of charge.

Q. DOES YOUR RIBBON HAVE A BEND RADIUS?

A. DO NOT BEND HORIZONTALLY! – Nova Flex Ribbon solely bends vertically. Bending horizontally will void the warranty as PCB boards become stressed and may break causing lights to fail.

Q. DOES NOVA FLEX SELL REELS ALONG WITH BEING A CUSTOM SOLUTIONS LED COMPANY?

A. Yes. We do provide reels upon request, however cutting and soldering ribbon in field will void warranty upon doing so.