FAQ

The most frequently asked questions about Nova Flex LED ribbon, neon, channel, power supplies, controls and MORE.

NOVAFLEX®

FAQs RIBBON

Q. WHICH OF YOUR RIBBON IS THE MOST EFFICIENT?

A. The H2 Series is the most efficient with lights averaging 120 lumens / watt.

Q. WHAT DOES H2 STAND FOR?

A. The H2 Series stands for High output and High efficacy.

Q. WHAT VOLTAGES DO YOU OFFER YOUR RIBBON IN?

A. All of our ribbon is 24V, except the FlexLine is 120V high voltage. The Pro Series is available in 12V as a special order product.

Q. IS CUSTOMIZATION INCLUDED IN YOUR PRICING?

A. Yes. All cutting and soldering is part of our goal to make lighting easy. Charges may apply for jumpers that exceed total footage or ribbon installed in channel, which would be included on your quoted project.

Q. IS THERE A MINIMUM JUMPER LENGTH?

A. Yes. The smallest jumper we can do is 2 inches. We recommend a 3 inch jumper, which is the perfect length to loop the jumper to create a seamless look.

Q. CAN I CUT YOUR RIBBON IN THE FIELD?

A. IP65 – Yes. The ribbon can be trimmed in the field at pre-defined solder marks for runs that are too long. Do NOT cut and solder in the field as this voids UL certification and warranty.

   IP68 – No. Any trimming will void the warranty, as we can no longer guarantee that the ribbon is IP68 waterproof.

   120V – No. Cutting in the field is both dangerous and will void the UL listing.

Q. IF I CUT YOUR IP68 RIBBON IN THE FIELD, IS IT STILL SUBMERSIBLE?

A. No. It will no longer be certified as submersible by UL or covered under our standard warranty. The product may perform for a few weeks, but water will begin to make it's way into the ribbon and ultimately cause failure.

Q. CAN I CUT THE PLUG OFF YOUR FLEXLINE 120V?

A. Yes, the plug can be cut and hardwired for installations.

Q. CAN THE FLEXLINE 120V BE INSTALLED NEAR WATER?

A. It is rated for wet location, water spray and rain. However, SHOULD NOT be used in or near pools or fountains due to the dangers inherent with high voltage products.

Q. IS YOUR RIBBON CLOSET RATED?

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

Q. IS ALL YOUR RIBBON DIMMABLE?

A. Yes, all our ribbon has been tested for dimming performance with all compatible options listed on the spec sheets. 0-10V is recommended for all our static colors to achieve smooth, flicker-free dimming down to 0.1%.

FAQs RIBBON

Q. WHAT TYPE OF WIRE DO YOU USE FOR LEADS / 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, however we have in-wall wire available upon request. Please specify on your PO and we will adjust as needed.

Q. DO I HAVE TO WORRY ABOUT PASSING INSPECTION FROM MY LOCAL AHJ?

A. No. Nova Flex LED is a System Certified UL lighting provider, which means we have regular factory inspections from a UL inspector that ensures compliance and product quality. All of our UL labeled products have documentation to support the customization that can be provided, free of charge, to guarantee you pass inspection.

Q. DOES YOUR RIBBON HAVE A BEND RADIUS?

A. Nova Flex Ribbon only bends vertically - it can NOT bend horizontally. Bending horizontally will void the warranty as PCB boards become stressed and may break causing lights to fail.

FAQs NEON

Q. CAN YOU JUMPER NEON?

A. Neon Round and Mini Neon can be jumpered, but not Aqueous Neon.

Q. CAN I CUT NEON IN THE FIELD?

A. No. Cutting in the field is both dangerous and will void the UL listing. Fortunately, customization is included with your order.

Q. WHAT IS THE BEND RADIUS OF NEON?

A. Neon Round can bend horizontally 4.72 inches and mini neon can bend horizontally 3.54 inches. We have a verticle bend neon available as special order.*

Q. HOW IS NEON INSTALLED?

A. Neon Round and Mini can be installed in channel, clips or even with VHB adhesive. Aqueous neon must be installed in channel to meet UL676 guidelines.

Q. CAN PLUG & PLAY POWER SUPPLIES BE USED WITH NEON?

A. Yes, but an adapter must be used to connect a Female Quick Connect to the neon lead.

Q. DO YOU HAVE RGBW NEON?

A. No, however you can create a white with RGB Neon and our RGBW S3i controller.

Q. HOW DEEP CAN AQUEOUS NEON BE SUBMERGED IN MY POOL?

A. The Aqueous series is rated for a max depth of 6 feet in underwater applications.

Q. WON'T THE CHLORINE IN MY POOL EAT AWAY AT THE COATINGS?

A. This product has been designed with the harsh pool chemicals in mind. All materials used are not only chlorine resistant, but also, UV, fire, and solvent rated to the highest standards set in place by UL.

Q. WHY IS THE AQUEOUS NEON LEAD WIRE SO THICK IN COMPARISON TO YOUR OTHER PRODUCTS?

A. The lead wire for this product is specialized similar to the Neon itself and the lead wire is designed for much more harsh environments.

Q. HOW LONG DOES THE LEAD HAVE TO BE ON THE AQUEOUS NEON?

A. The minimum requirement is 12.33 feet, which UL has determined is necessary to mount the drivers at a safe distance from the water source.

Q. IS THE AQUEOUS NEON SAUNA RATED?

A. No, it does not have a sauna rating.

FAQs NEON

FAQs CHANNEL

Q. IS NOVA FLEX LED CHANNEL SUBMERSIBLE?

A. Yes. We recommend pairing with an IP68 rated ribbon or neon. For pools or inhabited bodies of water we recommend our aqueous neon.

Q. WHAT CHANNEL CAN THE ADJUSTABLE CLIP FIT ON?

A. The Adjustable Clip can be mounted onto any of our channel.

Q. HOW MANY CLIPS COME IN A PACK?

A. ALL Channel (except direct install) comes with 2 clips/meter (e.g. 2M Channel comes with 4 clips)

Universal Adjustable Clips = 4/pack

Neon Clips = 1 piece

Mini Neon Clips = 1 piece

120V Clips = 2/pack

Soft Clips (to install on top of ribbon) = 20/pack

Hard Clips (to install on top of ribbon) = 20/pack

Q. WHAT SCREWS ARE PROVIDED TO MOUNT THE CLIPS INCLUDED WITH THE CHANNEL?

A. #4 22x3/4" flat countersunk. All screws provided by Nova Flex LED are the same type.

Q. DO YOU HAVE BIM, DWG OR REVIT FILES FOR SPECIFIC PRODUCTS?

A. Not currently. As we grow and add additional channel options, we will consider additional resources.

Q. IS YOUR CHANNEL EXPLOSION PROOF?

A. No.

Q. WHAT PERCENTAGE OF DIFFUSION DOES YOUR LENSES PROVIDE?

A. SOFT = 70% transparency (30% of light diffused)

CLEAR = 90% transparency (10% of light diffused)

SOLID = 50% transparency (50% of light diffused)

Q. DO YOU PROVIDE CHANNEL CONNECTOR PIECES?

A. Yes, with our Universal Channel we offer straight channel connectors.

Q. DO YOU HAVE CORNER CONNECTORS?

A. Not currently. We recommend cutting the channel and lens at an angle to butt-up the pieces forming a corner.

FAQs POWER SUPPLY

Q. WHAT DIMMING PROTOCOLS DO YOU SUPPORT?

A. Below is a list of dimming protocols we support...

1. MLV (Leading Edge/TRIAC)

2. 0-10V Dimming

3. DMX Dimming

4. Dimming with S3i Controls

Q. CAN YOU DIM BELOW 10%, 5%, OR TO DARK?

A. Using our Built in 0-10V dimming driver options we are able to achieve flicker free dimming down to 0.1%.

Note: Dimming is often dependent on the dimmer switch options versus the driver itself. Nova Flex has recommended dimmer switches listed on the power supply spec sheets.

Q. IS 0/10V STATIC DIMMING RECOMMENDED OVER MLV DIMMING? IF SO, WHY?

A. Yes. It offers smooth flicker-free dimming down to 0.1% and has more universal compatibility than MLV.

Q. IS 0/10V DIMMING AC (LINE SIDE) OR DC (LOAD SIDE) DIMMING?

A. DC dimming; see 0/10V Wiring Diagram for more details.

Q. CAN MLV DRIVERS BE HOOKED UP TO A NON-DIMMING SWITCH?

A. No, it can cause flickering/malfunctioning. All MLV drivers should be hooked up to a compatible MLV dimming switch; see MLV spec sheets for more details.

Q. DO OTHER MLV BRAND DIMMERS (NOT ON THE NOVA FLEX APPROVED COMPATIBILITY CHART) WORK WITH NOVA FLEX DRIVERS?

A. Most MLV Dimmers should work with our MLV Drivers. We recommend Nova Flex Approved Dimmers as they have been manufacturer certified and approved.

Q. DO YOU OFFER WARM DIM?

A. No. Our Adjustable Series ribbon allows users to independently adjust the Kelvin temperature and lumen output to provide a warm to dim effect. This should be paired with our S3i controls and non-dimming drivers.

Q. ARE YOUR DRIVERS COMPATIBLE WITH DALI DIMMING?

A. No.

Q. HOW DO I KNOW IF A POWER SUPPLY WILL BE COMPATIBLE WITH MY PROJECT?

A. Our quotes team recommends power based on your project specifications. Contact a Nova Flex expert at 800-595-6302 or email service@novaflexled.com with any questions.

FAQs POWER SUPPLY

Q. WHAT ARE THE BENEFITS OF ELECTRONIC POWER SUPPLIES?

A. An electronic power supply is highly reliable and gives a constant 24V output. It also has built-in protections such as: Short Circuit / Over Voltage / Over Temperature

Q. WHAT ARE THE BENEFITS OF MAGNETIC POWER SUPPLIES?

A. Magnetic power supplies are designed to operate with any standard MLV/TRIAC (Leading Edge) dimming switch and are a very common way to dim.

Q. WHAT SHOULD I DO IF MY E-SERIES POWER SUPPLY READS AT 40 VOLTS?

A. Turn the power off, double check the polarity both on the line and load side of the driver and turn power back on.

Q. WHAT IF I HAVE HIGH VOLTAGE READINGS ON THE LOAD SIDE (24V) OF AN E-SERIES POWER SUPPLY?

A. Check these three scenarios to ensure it has been installed properly.

1. Make sure the input on the line side is at or under 120V
2. Make sure the ribbon hooked up to the driver
3. Make sure the driver is connected to a compatible MLV dimming switch

Q. WHY CAN'T I GET A SINGLE CHANNEL OVER 96 WATTS?

A. 24V power supplies under 96 watts have Class 2 compliance. All of our 24V drivers and ribbon lengths are under 96 watts for Class 2 compliance. We want to provide you the highest standard of safety.

Q. HOW ARE MULTI-CHANNEL POWER SUPPLIES CLASS 2 COMPLIANT?

A. Our multi-channel power supplies are class 2 compliant by offering 2-3 separate circuits, each at 96W. Providing the highest standard of safety to each customer.

Q. WHY WOULD YOU NEED A MULTI-CHANNEL POWER SUPPLY?

A. Using a multi-channel power supply is great for larger projects with longer runs and is a more efficient use of space, time and money.

Q. WHAT CERTIFICATIONS DO YOUR POWER SUPPLIES HAVE?

A. The certifications vary depending on the type of power supply. Most of the power supplies we offer are UL Listed or UL Recognized. All power supplies are Class 2 compliant. Please see individual power supply spec sheets for complete details on certifications.

Q. WHAT IS THE MAXX POWER SUPPLY SERIES?

A. This new power series offers maximum potential. Giving you max power, max runs, and max efficiency.

Q. CAN I PURCHASE LUTRON POWER SUPPLIES FROM YOU?

A. Yes. As an OEM Advantage Program Partner, we offer both stocked and special order Lutron products.

FAQs CONTROLS

Q. WHY DO YOU HAVE MULTIPLE (+) AND (-) ON THE 1009 RECEIVER? WHAT PORTS DO YOU USE FOR EACH WIRE?

A. This receiver is used for ALL types of ribbon including static, adjustable, RGB and RGBW. Use symbols in accordance to the ribbon you purchased.

1. RGBW ribbon uses (R-), (G-), (B-), (W-) and (R+ - for Positive/Black wire)
2. Adjustable ribbon uses (CW-), (WW-) and (WW+ - for Positive/Black wire)
3. Static ribbon uses (WW-) for Negative wire and (WW+) for Positive wire

Q. CAN YOU PAIR MORE THAN 1 CONTROLLER TO THE S3I RECEIVER?

A. Yes. You can pair up to 4 different controls to 1 Receiver.

Q. DO YOU PAIR 2 OR MORE RECEIVERS TO THE SAME ZONE ON A CONTROLLER?

A. Yes. Pair each device separately to the same zone. See S3i Manual for more information.

Q. CAN YOU HAVE DIFFERENT ZONES PAIRED ON THE SAME REMOTE?

A. Yes. The S3i Series handheld remotes, touch panels (except NF-S3i-TP-RGBW) and WiFi unit can all be used to control different zones (at once) on the same control.

Q. CAN THE WIFI UNIT DO DIFFERENT SCENES?

A. Yes, The WiFi app comes with many pre-set scenes to choose from. You can also "Save" your favorite scenes to the app to recall the scenes easily. You can save up to 8 different scenes in each given zone.

Q. CAN YOU PAIR THE WIFI UNIT TO YOUR HOME NETWORK?

A. Yes, Once you download the app, you will be able to bridge the WiFi network of the unit to your home network. See S3i Manual for more details.

Q. CAN YOU HAVE MORE THAN 1 WIFI UNIT SYNCED TO THE SAME APP?

A. Yes, once you download the app, you will be able to select which WiFi unit you'd like to control. You can then hop back and forth between the WiFi units within the same app to control your lights.

Q. HOW IS YOUR ADJUSTABLE RIBBON CONTROLLED?

A. We recommend our S3i control series control. However, a DMX decoder can also be used.

Q. HOW IS YOUR DMX RIBBON AND NEON CONTROLLED?

A. We recommend our DMX-SPI Pixel Decoder installed by a professional A/V installer.

FAQs PoE COMPATIBILITY

Q. WHAT IS POE?

A. PoE is short for Power over Ethernet. Which is a technology that lets network cables carry electrical power.

Q. WHY USE POE?

A. Specifying Power over Ethernet brings many advantages to an installation:

Time and cost savings - by reducing the time and expense of having electrical power cabling installed. Network cables do not require a qualified electrician to fit them and can be located anywhere.

Flexibility - without being tethered to an electrical outlet, devices such as IP cameras and wireless access points can be located wherever they are needed most and repositioned easily if required.

Safety - POE delivery is intelligent, and designed to protect network equipment from overload, underpowering, or incorrect installation.

Reliability - POE power comes from a central and universally compatible source, rather than a collection of distributed wall adapters. It can be backed-up by an uninterruptible power supply or controlled to easily disable or reset devices.

Scalability - having power available on the network means that installation and distribution of network connections is simple and effective.

Q. WHAT TYPE OF APPLICATIONS WOULD YOU USE POE FOR?

A. Most commonly used in large office buildings or high-end residential projects where universal control is desired.

Q. WHICH PRODUCTS ARE COMPATIBLE WITH POE?

A. Both our Pro and Design LED Series. View spec sheets for compatible PoE product options from Molex and Igor.

Q. CAN YOU USE RGB OR DRGB LIGHTING?

A. Only static colors have been tested at this time.

Q. DOES MY PROJECT STILL NEED POWER SUPPLIES AND CONTROLS.

A. No, PoE replaces both power supplies and controls.

Q. IS THERE A MAX LOAD PER RUN?

A. Yes. Max loads cannot exceed 40W per run.

Q. WHEN USING A POE SYSTEM, WILL IT VOID THE NOVA FLEX LED RIBBON WARRANTY?

A. No, if you are using either the Igor Constant Voltage Node (Part #NP70-99-8F) and Molex CoreSync PoE Gateway, Constant Voltage (Part #180993-2012), it will not void your Nova Flex LEE ribbon warranty.