

### What is the maximum and minimum length for these products?

The standard widths of a panel are between 1 and 4 feet.

The standard lengths of a panel are between 4 and 60 feet depending on the specified resolution. A 4-inch resolution could yield a 20-foot panel, while 12-inch could yield a 60-foot panel.

### What is the proper setback recommended to diffuse out the diodes?

Setback is tied to the resolution of the system, and the backlit material. A starting point is 1.5 to 2 times the resolution, but **a practical demo should always be considered when specifying an appropriate setback.**

### What is the lead time?

16 weeks is the typical lead time from ARO to shipping. All lead times are subject to review at time of order.

### What comes with my order?

LightShow and LightShow MAX systems consist of mounting hardware, mesh, LEDs, low voltage power and data leader cables, and low voltage power and data supplies.

Data distribution and control are reviewed on a case-by-case basis.

### Are there power supply specs I can review?

Specification sheets and installation manuals for power supplies are available upon request.

### What controllers work with your product?

While many different controllers can work, our recommendations include Pharos, CueServer, EntTec ELM, Madrix, Green Hippo, and Color Kinetics.

### Are these UL listed?

All electrical components come with either a UL or cUL listing.

### What is the warranty?

LightShow and LightShow MAX come with a 5 Year limited warranty.



### **Do you offer RGB, RGB+W, and Color Tunable that has a range of 2400K-6500K? RGB, TUNABLE WHITE?**

At this time, LightShow is available in static white, color tunable and RGB.

### **Do you offer diffusers to help alleviate the direct view of the diodes?**

Clear and translucent diffusers are available for both LightShow and LightShow MAX.

### **Do you offer installation?**

Physical installation is not currently provided; however, we offer installation supervision services at a premium.

Supervision involves the presence of a competent, on-site technician during installation. It could also involve a competent individual to be intermittently available throughout the installation process, with a final review of the work on the back end, prior to commissioning and programming.

### **How do you install these?**

Panels will ship with the appropriate, specified hardware. The two standard means of attachment include a shaped steel or aluminum channel, known as "strut", or a steel or aluminum angle. Drawings provided with systems will detail the method of attachment.

### **Is there a user guide or installation instructions?**

Drawings of the panels are provided with the purchase of a system.

For larger projects and orders, we can coordinate with design teams in specifying the correct method of attachment.

### **Where can I find the trouble shooting guide?**

All electrical equipment will come with user guides or installation documentation. Copies of the same guides and documentation will be available online, as well.

### **Can these be exposed to direct contact with the natural elements?**

Nodes are IP66 rated, but not suited to marine environments or prolonged exposure to salt spray. Vertical strand orientations should be avoided in wet locations. IP66 power supplies are available.



### What are the dimensions of the power supply?

A few options are available, such as a rack-mount driver, which fits into standard 19-inch-wide networking racks, and surface mount drivers intended for outdoor applications. The surface mount drivers are also applicable for indoor applications where networking racks are not feasible or practical.

### Where do you typically recommend for the power supply to be placed?

Within 100' of LightShow panels; Within 200' of LightShow MAX panels. Surface mount power supplies are available for projects where indoor power supplies are not practical or feasible, due to exposure to the elements, or dimensional constraints.

### What types of shipping methods are there?

The standard method of shipping is LTL ground; however, airfreight is possible at a premium.

### How can I specify the correct product? What are key differences from the products that would help me specify the appropriate product?

Knowledge of an environment's light level and the viewing distance of a surface are key factors in determining the best product. Other considerations may apply.

### Are these products ever used to backlight a material or is it strictly a direct-view product?

EOS LightShow panels make excellent backlights. The individual pixel control lets you highlight areas of the fronting piece / impart a sense of motion impossible via static lighting.

### How do you handle sample requests? Do you provide any materials to backlight or help sell the product?

Sample kits are available for purchase, or they can be borrowed from reps. We do not provide any materials to backlight.

### What is your most popular product configuration & why?

4" LightShow MAX is the most popular: Good output, good transparency ( it's lightweight and easy to work with), and cost effective in terms of resolution for the price.

### Is there a wiring diagram available to send out to people?

Product guides typically feature simple wiring diagrams for review. For larger systems, we work closely with clients & designers in detailing out diagrams.