

FAQs-Raku LED Light Panels

1. What is an LED Light Panel?

An LED Light Panel is a flat sheet of lighting source with light generated by edge-lit power LEDs and distributed evenly over the entire panel through the light distribution mechanism built on the panel.

2. Why LED Light Panels are preferred?

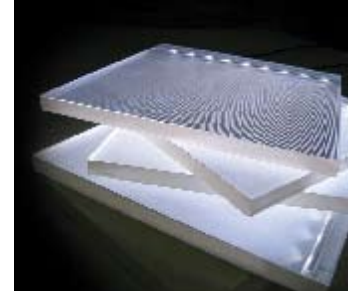
LED lighting is a new technology and is developed to gradually replace traditional incandescent lamps and fluorescent tubes for indoor lighting as well as the traditional fluorescent light boxes used in promotional displays and signs. The main reason for this is because LED lights save energy, last long, and LED light panels are much more compact and thus easier to handle than the traditional fluorescent light boxes. For example, an 22"x28" LED light panel is rated at only 20-22 Watts as compared with 100-200 Watts for the same size of fluorescent light boxes while generating approximately the same brightness.

3. What are unique about Raku LED Light Panels?

You may have seen similar but cheaper products from our competitors, but Raku light panels are different in many ways. First of all, we chose high performance optic acrylic sheets (most used in LCD displays) as our light distribution panel materials while our competitors use regular decorative acrylic sheets. We have patented and CNC directly machined "V-cut" grids on the back of the panel, while our competitors have paper grids or grids imprinted on sheets. We have CNC machined grooves to housing LED lights (patented) while our competitors mount LEDs to the edge of the sheets. We employ world's brightest LEDs as our light source while our competitors use regular LED lights. We have heat sink installed on the back of the panel to dissipate heat from LEDs, while our competitors do not have this feature at all. As a result of all these technologies and innovative design, our LED light panels are much more brighter, much more reliable, much easier to handle and last longer than other products on the market. You are always encouraged to buy a sample from us to

4. What sizes of LED Light Panels does Raku supply?

Raku LED light panels can be cut to any size with 48" by 104" being the largest.



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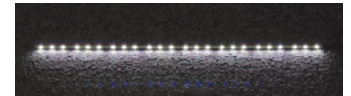
5. What is the thickness of the LED Light Panels?

The standard thickness of Raku LED light panels is 8mm. But we also have 4mm LED light panels available. In general, the thicker the brighter the panel is. So the 4mm LED light panels are not recommended for large size panels (larger than 18"x24"). However, the 4mm LED light panels perfectly fit Raku standard snap frames and Raku wide & pure frames. We also have the option of manufacturing flexible LED light panels which are of 3mm thickness.



6. What is the make of the LEDs you are using?

The LED lights used in Raku LED light panels are manufactured by Toyota Gosei, a Toyota company.



7. How many Watts are your LED Light Panels?

It depends on the panel size. Usually the LED lights are installed on the two longer sides of the panel. For example, LED lights are installed on the 28" sides (both sides) for a 22"x28" panel. The distance between the two adjacent LED lights is 15mm by default. So a total of about 90 LED lights will be installed. Each LED is rated 0.25W, so the total power consumption of a 22"x28" panel is 23W.

8. Can you install LED lights on the 4 sides of a panel?

Yes. We can install LED lights on 4 sides on special request.

9. What is the weight of Raku LED Light Panels?

The total weight of an Raku LED light panel are calculated from the panel length and width like this: Length (m) x Width (m) x 8 x 1.19 = ___(kg). For example, the weight of a 22"x28" light panel weighs 3.78 (kg) according to this formula. The weight of a 4mm light panel is half of a 8mm light panel.

10. What kind of power supply does Raku LED Light Panels require?

Raku LED light panels require 12VDC power supply, which comes with the light panels ordered. The input to the power supply is 85VAC-230VAC.



AC-DC Adaptor
Output: 12V/3.0A
Input: AC100-240V
50/60Hz 1.2A
Power Consumption(W):
Certification: UL/cUL/CE

11. Are Raku LED Light Panels UL/CSA approved?

The power supplies (AC-DC adaptors) are CE, UL, cUL approved.

12. Are your LED Light Panels water-proof?

We can make the LED light panels water-proof on special request. If not specified, they are not water-proof. Water-proof versions are more expensive than the regular light panels. Care must be taken when installing water-proof LED light panels.



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13. How bright are your LED Light Panels?

It depends on the panel sizes and how many LEDs have been installed. For example, the regular 22"x28" light panel is as bright as 2,000-25,000 Lux over the entire surface. But a smaller panel (like 8.5"x11") can be 3,500 Lux or more. Usually the wider the panel is, the less brighter it is. For applications where brightness is a key issue, please consult our application engineers. We will do our best to meet the brightness requirements.

14. What is the lifetime of Raku LED Light Panels?

The life time of Raku LED light panels is determined by the life time of the LED lights installed which are rated at 70,000-100,000 hours under rated temperature (less than 60 degrees), or 16-22 years if lit up for 12 hours a day. It should be noted, however, that the actual life time of LEDs depends on the ambient temperature. LED light panels are installed with aluminum heat sinks to dissipate heat generated by LEDs to maintain a lower working temperature, which greatly extends lifetime of the light panels, try to keep the aluminum heat sinks in contact with other metal plates, if possible, to further dissipate heat.

15. Where are your LED Light Panels manufactured?

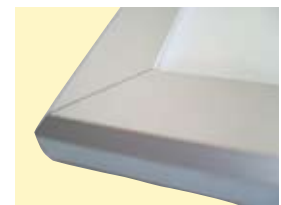
To ensure fast delivery and to lower our customers' shipping cost, we have established manufacturing facility in Markham, Ontario. Small orders will be shipped in 1-3 days. We have much bigger manufacturing plant in Asia. We may schedule shipment from Asia directly for large orders.

16. Can I order an LED Light Panel with shapes other than rectangle?

Yes. We accept orders of non-rectangle shape LED light panels.

17. Do you have a snap frame for Raku LED Light Panels?

Raku standard snap frames (Black/Silver/Gold) and Raku Wide snap frames (Black/Silver/Gold/Cherry) snap frames are the best choice to host the 4mm Raku LED light panels, and Raku LED snap frames (Silver only) are specifically designed to accommodate the 8mm thickness LED light panels. However, for large size LED light panels (larger than 22"x28"), users should install a counter weight mechanism to hold the weight of the LED panels.



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18. Can I use my own frames to host Raku LED Light Panels?

Sure. Any frame which fits a 8mm thickness sheet can be used to host Raku LED light panels. Quite a few of our customers already have their own frames for Raku LED light panels.

19. What is the cost of LED Light Panels per square feet?

The cost of Raku LED light panels is not calculated by square foot. It is a combination of the cost of the light distribution panel (base panel), which is calculated by dollars per square feet, plus the cost of the total number of LED lights used which is priced per linear feet.

20. What are the major successful applications of Raku LED Light Panels?

Raku LED light panels have been successfully used as indoor lighting in office buildings, hotels, conference centres, shopping centres etc. in construction industry;

- illuminated direction signs, parking signs in underground parking, airports, shopping malls;
- illuminated backlight for ATM machines and various vending machines;
- backlit posters in retail stores, banks, and subways etc.;
- restaurant menu boards;

There are so many applications only limited by your imagination because of the features of free maintenance, long lifetime, and energy saving.

21. How do you pack and ship if I order Raku LED Light Panels?

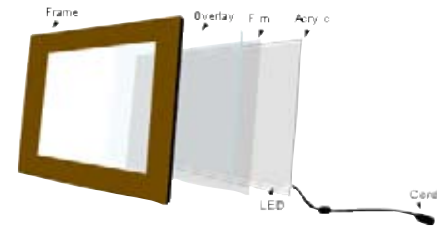
For small panels (smaller than 22"x28") and small quantities, the order will be packed in corrugated boxes and shipped directly from our plant with FedEx express or Purolator ground if not specified by customers, pre-paid and charged. For large panels, the order will be packed in a crate for shipping in order to avoid any possible damage during shipping. Customers are responsible for packaging cost and shipping cost.

22. What is the delivery time?

For small orders, the delivery time is 1-3 days. Please contact our customer service centre for delivery time of large orders.

23. What is the warranty of Raku LED Light Panels?

The standard warranty of Raku LED light panels is two years on parts and labor. Warranty is void if panels are dis-assembled. Purchaser assumes all responsibility for testing these products, in the application for which they are to be used, and all risk of liability and damages due to improper use of products.



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24. What are the cancellation and return policies of Raku LED Light Panels?

No cancellations are accepted. Custom products are not returnable. No returns of any kind will be accepted after a period of 2 weeks from shipping date. A return authorization number must be obtained, prior to return of goods, and must accompany any authorized returns. Returned goods must be received in one week from date the return authorization number issued. A re-stocking charge equal to 25% of all materials and services invoiced, together with all freight charges, will apply to all returns.

25. What is the claim policy?

All shipments should be inspected, upon receipt, for damages and shortages. In all cases, the purchaser assumes all risk of loss or damage to products in transit, and likewise assumes responsibility for filing a claim with the carrier. In the event of freight damage, notify the carrier immediately and mark the bill of lading "damaged upon receipt". Raku is not responsible for the cost of replacement materials or freight expenses for goods damaged in transit.



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