



Technical information

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I. General questions

1. What is the difference between a lamp and a luminaire?

The actual light source is called a lamp or illuminant. The light fitting with the lamp is called a luminaire.

2. How do you define the term "average rated life"?

The average rated life is the average life expectancy of individual lamps operated under normal conditions. At this point 50% of the lamps have failed. Some will have failed sooner, others much later.

3. How long do electronic ballasts and transformers last?

Operated at a max. ambient temperature (T_a) of 40°C or 50°C (printed on the housing), 10% may fail after 30,000 hours. Operating the appliances at a 10°C lower ambient temperature doubles their life. Example: A device with an imprint of t_a 40°C is operated at 20°C = 10% loss will occur after 120,000 hrs.

4. Switching on the light interferes with radio reception.

The aerial should be installed as far away from the lighting cables as possible. Using an outside aerial (satellite receiver or cable TV) is even better.

5. What is the power consumption of transformers in standby mode, if they are not switched on the primary side?

approx. 1W to 2W

6. At what ambient temperatures can the luminaires be operated?

If no temperature or safety class is specified, then a maximum temperature of t_a 25°C; IP 20 applies

7. How can I connect multiple transformers to one EBS or IR-S?

An additional transformer can be connected by using an Euro Y-distributor (21503160101 with Euro plug and two Euro couplings).

8. Which Hera luminaires achieve IP 44?

Please find [here](#) an information sheet about the different IP areas in a bathroom. IP44 rates Hera products are: ER-LED, EQ-LED, R 55-LED, R 68- / Q 68-LED, R 68- / Q 68-LED HO, SR 68-LED, AR 78 / AQ 78-LED, AR 45-LED

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II. Halogen

1. Can halogen luminaires be dimmed?

Yes, with the dimmer switch approved for the transformer being used: a leading edge or a trailing edge phase dimmer.

2. What are the quality features of halogen spotlights?

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III. Fluorescent

1. How do fluorescent lamps work?

When the fluorescent lamp is switched on, the mercury vapour in the glass tube emits ultraviolet rays. The phosphor on the inner surface of the glass tube converts these rays to visible light. The luminous colour depends on the phosphor.

2. What can I do if a fluorescent lamp still glows after being switched off?

Where there is still potential after the lamp is switched off, mercury atoms are excited to produce UV radiation which, as is also otherwise the case, is converted in the phosphor to visible light. It is not a storage effect! The solution: Insert the shockproof plug of the supply cable in the socket outlet the other way around.

3. What do the terms T2, T5 and T8 stand for?

The "T" stands for "tube" and the number represents the diameter in inches. A T2 miniature fluorescent lamp has a diameter of 7mm, a T5 fluorescent lamp has a diameter of 16mm and a T8 a diameter of 26 mm. The T4 fluorescent lamp with a diameter of 13 mm is relatively new, but it is not standardised, meaning that some lamps of the same wattage are offered in different lengths by different manufacturers.

4. Can fluorescent luminaires be dimmed?

Yes, with the appropriate ballast. There are two different types of light control: 1-10V and DALI®. The Mycro Lynx compact fluorescent luminaires by SYLVANIA cannot be dimmed.

5. What is important to remember when dimming luminaires?

New lamps should be burned (seasoned) at full power for 100 hours to stabilise the discharge. Otherwise colour discrepancies can occur and the lamp life is reduced considerably. (T5 only about 6,000 hours).

6. Should I take any special precautions when mounting the luminaires vertically?

For T5 luminaires (T8 if desired) the lamps should be installed so that the "cool spot" (stamped on the tube) is at the bottom.

7. Why luminaires with electronic ballast?

Please click [HERE](#) to download a customer information sheet (in pdf format).

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IV. LED

1. What exactly are light-emitting diodes? (LED)

Please click [HERE](#) to download a customer information sheet (in pdf format).

2. How is the term 'lamp life' defined for LEDs?

Currently, the luminous flux declines to a maximum of 70% of its initial value, if the lamps are operated at an ambient temperature of 25°.

3. Can LED luminaires be dimmed?

Yes, with the appropriate dimmable transformers (DIM LED for 350mA or LED 24/15W and LED 24/30W for 24V) and 1-10V dimmer switches (not phase dimmers). A 15W or 30W transformer with a radio-controlled dimmer incl. wall bracket can be used for 24V LED luminaires.

4. Can I use silicone to glue LED lamps in particular cases?

Yes, but you are only allowed to use a neutral cure silicone (without acetic acid), as otherwise the LED's phosphor lining will be dissolved by the acid and the colour space then tends to drift towards purple.

5. Are Hera LED luminaires classified according to risk groups?

All Hera LED luminaires are classified in risk group 0 and 1 according to EN 62474. According to the norm there is no extra identification required.

6. Are Hera LED luminaires ready to be run on batteries?

All 24V/DC Hera LED luminaires can be run on 24V batteries. Important note: Voltages > 24V/DC will directly reduce the lifetime expectancy!

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