Technical questions

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How do I clean an LED strip light?	LED strip lights without a silicone sleeve do not require cleaning. Silicone strip lights can be wiped down with a damp, anti-static cloth. Scouring agents and aggressive cleaners can destroy the surface and attack the LEDs.
May I use drivers from other manufacturers?	In order to ensure the safety and functionality of the installation, only Loox drivers or drivers that have been explicitly approved by Häfele may be used. If an electronics technician installs the system, Loox can also be connected and coupled with on-site electrical equipment. However, we explicitly point out that these tasks must be performed by a qualified electrician.
What is the life time of the products in permanent operation?	Loox5 drivers >70,000 hrs. with max. ambient temperature (40 °C/45 °C), wall plug drivers 30,000 hrs. at an ambient temperature of max. 40 °C. Provide for sufficient air supply and circulation at the mounting location of the driver. Loox5 LED strip lights >50,000 hrs. at an ambient temperature of max. 45 °C. Cooling with an aluminum profile is recommended from 9.6 W/m (3.0 W/ft.).
Can the multi switch box, the multi driver box and the 3-way distributor with switching function be connected in series multiple times?	No, because the signals can no longer be transmitted properly.
Can 12 V and 24 V lights be used together?	Yes, please use our respective converter. (See converters in Supplying)
How can sensor switch malfunctions be avoided?	Check for correct switch installation. The TOP lettering on the switch must point upwards in the installation situation.
How is consistent bulb light color guaranteed?	Häfele makes high demands on the selection of the materials. All Loox5 strip lights contain high-quality and long-lasting LEDs from Samsung and Lumileds. Setting very tight quality specifications ensures not only luminous flux and breakdown voltage, but also consistent light color for follow-up purchases.
What is the maximum wattage that I can connect to a device output of the driver?	With 12 V systems it is 12 V x 5.0 A = 60 W with a 60 W driver With 24 V systems it is 24 V x 3.75 A = 90 W with a 90 W driver
How long may the lead between the driver and the device be?	The maximum lead length from the Loox5 driver to the device is 10 m (32' 9 11/16"). Long cable lengths in combination with large loads (strip light lengths) can result in voltage losses in the cable. These lead to visible loss of brightness in the lights. The illuminance listed with the lights has been determined with the rated output voltage of the driver. (12 V or 24 V).
What is AWG?	AWG stands for American Wire Gauge. It is the coding for wire diameters in electrical leads that are mainly used in North America. This identifies the cross-section of wires in electrical leads that consist of stranded or solid core wire.
What is the current carrying capacity of my cable?	Häfele allows the following current carrying capacity and wattage:

Type of cable	24 AWG		22 AWG		20 AWG		18 AWG	
Current carrying capacity	1.5 A		2.5 A		3.5 A		5.0 A	
Voltage	12 V	24 V	12 V	24 V	12 V	24 V	12 V	24 V
Wattage	18 W	36 W	30 W	60 W	42 W	84 W	60 W	110 W

The type of cable is imprinted on the coating of the cable.

Can an LED flexible strip light be used behind acrylic glass?	Yes, however the acrylic glass increases the color variations (binning) up to four times and minimal color deviations are therefore more visible.
Can Loox lights be operated using multiple switches?	Yes, please use the multi-switch box to do this. Up to three switches can be connected to the multi switch box (multi-switch box see page 93).
Why do the lights have to be plugged in first before connecting the high voltage mains plug?	If the driver is connected to the line voltage first, electrical power is output at the secondary side, which leads to overvoltage and therefore damage to the lights as they are connected.
Can Loox lights be used in RVs/boats/cars?	Yes. We have special IC strip lights that compensate for voltage fluctuations of the vehicles without problems. Our regular LED strip lights can be used as well. It is important to note, however, that the voltage peaks may reduce the life time.