

## QUESTIONS

- Q:** Do TCP Dimmable Series products dim exactly like an incandescent lamp?
- Q:** Do TCP's Dimmable Series product work on ordinary incandescent dimmers?
- Q:** Will TCP's Dimmable Series product work on every incandescent dimmer ever made?
- Q:** How can I tell if a dimmer is not compatible with a TCP Dimmable SpringLamp®?
- Q:** Can TCP recommend a compatible dimmer?
- Q:** Will TCP's Dimmable Series product flicker at the low level as other CFL Dimmable product does?
- Q:** Why is it important to control the low end dim level for TCP's Dimmable Series product?
- Q:** Does the performance of TCP's Dimmable Series product rely on the quality of a dimmer?
- Q:** Can 1000 watt or larger commercial grade dimmers be used with TCP's Dimmable Series product?
- Q:** How do you properly use TCP's Dimmable Series product?
- Q:** Will it damage the lamps if they are turned on at too low a level and they don't come on?
- Q:** What is the warranty and average life of TCP's Dimmable SpringLamp®?
- Q:** Can TCP's Dimmable SpringLamps® be used in 3-way lamp sockets?
- Q:** Will frequent dimming significantly shorten the life of a TCP Dimmable Series product?
- Q:** Can the TCP Dimmable SpringLamps® be used with a touch lamp?
- Q:** How many TCP Dimmable SpringLamps® can be used on the same dimmer?

## ANSWERS

- A:** NO! TCP Dimmable Series products have slightly different dimming characteristics due to the electronics of a CFL vs. an incandescent filament
- 1) They will dim down to 20% of light output vs. zero for incandescents.
  - 2) Electronic components do not respond in the same manner as a heated incandescent filament therefore there will be a difference in visual operational characteristics
- A:** YES! TCP's Dimmable Series lamps are designed to work with standard 600w rotary or slide incandescent dimmers that are currently available in the market. Please call with other dimming system compatibility questions before installing.
- A:** NO! Although TCP's Dimmable Series product has been approved for use with incandescent dimmers, there are certain types of dimmers that have proven to be incompatible. Shortened lamp life will occur if these dimmers are used.
- A:** Generally speaking, certain programmable electronic and/or remote control dimmers are not compatible. Additionally, high wattage dimmers are typically incompatible because of different voltage regulation and manufacturing tolerances. Illuminated (glow-in-the-dark) dimmers are usually incompatible with dimmable CFLs.
- A:** Although TCP is not at liberty to recommend one manufacturer or brand over another, basic lab testing and real-world experience has shown that 600 Watt max, mid-grade, non-illuminated slide dimmers function well.
- A:** NO! TCP's Dimmable series product contains a low end shut off which turns the lamp off at 20% of the light level. This stops the flickering at the low end and enhances lamp life.
- A:** There are two reasons:
- 1) Lamp performance instability in the form of flickering is displeasing to the human eye
  - 2) Continuous flickering will significantly shorten lamp life.
- A:** YES! Consideration must be given to the age and quality of a dimmer if it to be used with a TCP Dimmable Series product. Because of the recent push to save energy, newer dimmers are more likely to be CFL compatible. Older dimmers are not as capable of withstanding voltage spikes, which, if used, would ultimately damage the circuitry in the TCP Dimmable Series product.
- A:** NO! Most commercial grade dimmers are manufactured to be used with incandescent lamps which have a large resistive load when energized. Since CFL's do not have this characteristic there is not enough current going back to the dimmer for it to work correctly.
- A:** 1) **Turning on:** Insure light level is set to max then turn it on, then dim down to desired level  
2) **Turn off:** Can be turned off at any light level
- A:** NO! Simply move the dimming level up till the lamps turn on then dim down to desired level.
- A:** TCP's Dimmable Series product is warranted for 12 months for covered lamps and 15 months for Springlamps. Using accepted industry standards, the average life is 10,000 hours for Springlamps and 8,000 hours for covered lamps.
- A:** NO! TCP's Dimmable Series product will not perform like a 3way bulb in a 3way socket.
- A:** NO! Frequent dimming will not significantly reduce the life of the TCP Dimmable Series product.
- A:** NO! Touch lamps are actually controlled by a 3-way switch, so the same rules as the 3-way switch apply in this case.
- A:** To compensate for "inrush current" (timed in milliseconds, the initial flow of electrical current that is needed to start the CFL), TCP recommends dividing the dimmer's rated wattage in half and then using that wattage number to outfit the fixture. For example:
- 600Watt Dimmer ÷ 2 = 300Watts  
 TCP's 23W Dimmable CFL: 300 ÷ 23 = 13 lamps  
 TCP's 14W Dimmable CFL: 300 ÷ 14 = 21 lamps  
 TCP's 16W Dimmable CFL: 300 ÷ 16 = 18 lamps  
 TCP's 19W Dimmable CFL: 300 ÷ 19 = 15 lamps
- NOTE: Since every dimmer is manufactured differently there may be some variance in these numbers. The above examples are a rough estimate only.