



# ARE YOU READY TO MAKE THE TRANSITION TO SOMETHING NEWER & BETTER?

## FREQUENTLY ASKED QUESTIONS

### **What is happening is with BLAZE and FLUID VIEW?**

Since the company began, we have continued to develop and improve these models as our core product lines. In the beginning, these were 70 CRI products and met the demands of the time. Those early products were the building blocks of BLAZE and FLUID VIEW. However, we now serve a diverse lighting market with multi-faceted demands of price and performance. Hence, our new BLAZE Basics and X-Range product family covers all types of applications and has complete market coverage for all your needs. BLAZE and FLUID VIEW will no longer be offered as of December 31, 2019.

**BONUS:** Standard FLUID VIEW (FV) and BLAZE (BL) that you are familiar with does not comply with Title 24 (JA 8 compliance). We now have this important certification covered with X-RANGE. BASICS is offered at a lower price point and is also Title 24.

**BONUS 2:** The new technology of BASICS and X RANGE means offering 90 CRI+. 80 CRI LED is slowing production due to low demand and will be mostly unavailable into the future.

### **Will I still be able to quote FV and BL?**

Diode LED's quotes department has not been quoting FV and BL for quite some time. We recommend that all new quotes and projects offer BASICS and X-RANGE because of the benefits of the new technology.

### **BASICS sounds like a cheap version of what you already sell. Is it?**

Not true. BASICS is a streamlined product offering of only the most popular CCTs in the same familiar design. Your concern may be cost, but don't let that distract from the quality construction, lighting performance, and fidelity. BASICS has a 7-year warranty and all the quality you've come to expect from Diode LED. The price is very competitive due to streamlined processes and reduced manufacturing costs due to mass production runs on popular CCTs.

### **Why are you able to offer BLAZE BASICS at such a lower cost?**

We have value engineered BLAZE BASICS with streamlined manufacturing processes and economies of scale. This tape light family has a better circuit design, a new cleaner technology, and more efficient chips. Mass production runs using more automation in our most popular CCTs allow us to offer simple yet high quality at a competitive price.

### **I need BASICS in a specific CCT not offered. Can I special order it?**

We are continually adding CCTs to the BASICS portfolio. 2700K, 3000K, and 5000K are currently available with 3500K and 4200K becoming available in Q3 2018. We'll continually be evaluating portfolio needs, check back for additions in the future.

### **What is happening to Wet Location FLUID VIEW and BLAZE?**

Wet Location BLAZE and FLUIDVIEW will also be phased out at the end of 2019. Wet location tapes will be available in both BASICS and X RANGE.

### **Is BASICS and X-Range included in the configurable program?**

Yes, both BASICS and X-Range have been added to our custom program.

### **Can I upgrade from BLAZE BASICS to BLAZE or BLAZE X? Exchange stock?**

We will swap your stocked product for the original amount paid. See your sales rep or RSM for more information.

### **How will warranty claims be processed?**

We will be keeping a limited stock of legacy tapes when exchanges for the same are necessary. Once this warranty stock is finally depleted, exchanges of X Range tape or credit will be issued depending on the circumstance.

### **What if I have a job spec'd in legacy tape?**

Limited amounts of legacy tape will be kept in stock for this purpose but after inventory is depleted, specs will need to be converted to X Range. See your sales rep or RSM for more information.

### **Is cheaper tape light a trend?**

Due to tariffs as well as increasing costs of materials and labor, we believe tape light pricing has stabilized and is now subject to the same manufacturing models as other traditional products. BLAZE Basics and X-RANGE are now being offered in the portfolio to target specific applications and meet all customer needs at various price points.

### **All new versions will work with...**

CLICKTIGHT Connectors

BASICS - Yes

BLAZE X - Yes

VALENT X - New Connector

CHROMAPATH Channels

BASICS - Yes

BLAZE X - Yes

VALENT X - Yes

TAPEGUARD

BASICS - Yes

BLAZE X - Yes

VALENT X - No