

# BOCCI21

## Frequently Asked Questions

### What are the 21 series pendants made of?

They are made from raw, unglazed porcelain, the inside is discreetly glazed to subtly direct the light.

### What is the size of the porcelain pendant?

All 21 pendants are hand formed and therefore unique but the general size range is from 130mm (5") x 170mm (6.7") - 175mm (6.9").

### Not all my 21 pendants look exactly alike, is this normal?

Yes, each pendant is hand-formed thus making it different and unique from the rest. We celebrate this uniqueness at Bocci as this is a sign that yours is truly one of a kind.

### Do the pendants come in any other colours?

They are also available in dark grey with a surcharge.

### Are the pendants meant to touch one another?

Yes, they are inspired by the way barnacles form on the surface of a rock.

### Are the pendant lengths adjustable?

You can adjust the lengths on site for the adjustable lengths (strain relief) fixtures, 21.1 - 21.7. All the larger chandeliers (21.11 and above) come with preset, fixed lengths (jack connected) that are specified by you at the time of ordering. Minimum of 300mm (12"), up to 3m (10') standard or up to 30m (100') custom.

### How do I measure the fixed lengths (jack connected) for the fixture 21.11 and above?

From the underside of the canopy (which has a depth of 53mm or 2") to the underside of the pendant (which is 102mm or 4" in diameter). Remember, you only need to provide the shortest and longest pendant lengths and we will create a random cascade throughout the range.

### What do the installations weigh?

You can find all the weights listed on the specification sheets [here](#)

### Is this a low voltage fixture? If so, what is the voltage?

Yes, the voltage is 12V.

### Are power supplies included?

Yes. Power supplies are lamp specific.

### Why do you recommend remote mounting the power supplies?

We recommend remote mounting for the ease of maintenance down the line as transformers/drivers have a finite life. Please be sure to specify if you will be remote mounting the power supply at the time of ordering.

### If I am remote mounting the power supplies, what is the maximum distance they can be placed from the fixture?

Your electrician can determine this since it is site specific. They will need to assess what gauge of wire is needed for a given distance to ensure there is not a drop in voltage.

### What gauge is your coaxial cable?

18 gauge.

### How many pendants can you put on one transformer or one driver?

Xenon transformers power from 1 to 3 pendants using 20w lamps. 4w LED drivers power 1 to 2 pendant and are not dimmable. 8w LED drivers power from 1 to 5 pendants and are not dimmable. 24w LED driver is dimmable and powers from 1 to 16 pendants. The dimming range is better when there is between 10 and 16 pendants.

### Are the transformers compatible with 277V input power?

In North America, all our fixtures are compatible with 120V input power. They are able to function with an independently sourced step down converter. Be sure to source one compatible with an electronic low voltage transformer. The LED is not suitable for higher voltage installations.

### Are the fixtures dimmable?

All our xenon fixtures are dimmable, and the LED fixtures can be dimmed when using 8-13 pendants on a single 24W LED driver. Just make sure to use low voltage electronic dimmers. If you are in the UK you must use a trailing edge dimmer.

### Are your transformers electronic or magnetic?

Electronic.

### Are lamps included?

Yes, our xenon and LED lamps are included in the price. Replacement lamps are available on our online shop.

### What is the colour temperature of the lamp?

Approximately 2600K, (our 20w xenon is approx. 2600K). Our lamp specs can be found [here](#).

### What are the canopy finishes?

The standard finish for the 21.1/3/5/7 is brushed nickel, but are available in white for a surcharge. The standard finish for 21.11 and above is a white powder coat in RAL 9016.

[www.bocci.ca](http://www.bocci.ca)

Any additional questions can be directed to [info@bocci.ca](mailto:info@bocci.ca) or +1.604.639.5195.

Before sending any technical inquiries, please consult the [Design Resource](#) section of our website first, examining both the specification sheets and drawings.

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### Can I get a different canopy finish outside of the standard option?

Yes, we can custom powder coat to match any RAL colour codes. We also offer a variety of metal finishes such as stainless steel, brass or copper. These options come with a surcharge and will add to the lead time of the chandelier.

### Do your power supplies hum or buzz?

No.

### Can the canopy be mounted flush with the ceiling?

Yes, you can order a custom mud-in canopy, which creates a seamless and flush finish. This option comes with a surcharge and will add to the lead time of the chandelier.

### Can I hang the fixtures on a sloped ceiling?

Yes, you can hang them on a gently sloped ceiling of 15 degrees or less. If it is a steeper slope it can also be done but there may be other restrictions in terms of the pendant configuration - please contact us for ceilings with a slope greater than 15 degrees.

### My chandelier arrived but there's no information about which pendant goes where on the canopy. Is there a standard pendant map?

We embrace the uniqueness of each chandelier and encourage the client to compose their chandelier to their liking on site. There is no map as we leave the final decision of what looks best in the space to the designer/installer/owner.

### Can I install my fixture outside or in a wet location?

No, 21 is not rated for outdoor or wet locations. IP30 rated: Protected from solid objects > than 2.5mm; Not protected from liquids.

### My lamps keep flickering on and off, why is this happening?

Ensure you are using Bocci lamps compatible with the power supplies included. Should the flickering persist, please ensure your fixture has been correctly installed and, if you are using a dimmer, it is a low voltage, electronic dimmer. If the flickering persists please contact your showroom for trouble shooting assistance or visit our Design Resources page [here](#).

### One of my pendants is out, how is this fixed?

Follow the troubleshooting guides found in the Design Resources [here](#). The first step would be to try a different lamp in the non-working socket. If it lights up, you will need a replacement lamp. If it's an adjustable lengths (strain relief) fixture (21.1 - 21.7) it could be that the strain relief has been over tightened causing a short in the coaxial cable. Gently release the strain relief and feed the cable up about an inch and re-tighten, taking care not to over tighten the set screw. If this is a fixed lengths (jack connected) fixture, try moving the non working pendant to a working connection and vice versa. This will help determine which part of the fixture needs repair.

### How do I re-lamp the pendants?

Simply slide the pendant up the coaxial cable until the lamp holder is showing, unplug the lamp and insert a new lamp. The xenon lamps heat up quickly so be careful as to not burn your hand.

### Can I change my existing xenon fixture to be LED compatible?

Yes, however lamps are power supplies specific so both will need to be changed in order for the fixture to work.

### How do I clean my 21 pendants?

With a white, lint free cloth and warm water (if required) to clean the exterior of the pendant. It is best to avoid any excess liquid getting on the coaxial cable as it is a braided metal and can corrode over time.

### What are your lead times?

For all of our standard chandeliers our production lead times are 3-5 business days for North America and 1-2 weeks for Europe from receipt of payment in full. Our custom chandeliers have a lead time of approximately 6 weeks from receipt of signed shop drawings. Shop drawings are issued once we have a confirmed PO and 100% of the payment. Expedited shipping is available with a surcharge.