

BOCCI 38

Frequently Asked Questions

What is the diameter of the glass pendant?

All 38 pendants are handmade and therefore unique, but the general size range is from 215mm-250mm (8.5"- 10") and the "moons" are 90mm (3.5")

Not all my 38 pendants look exactly alike, is this normal?

Yes, each pendant is blown individually by artisans in our glass blowing atelier 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.

Can I have coloured pendants?

Custom colours are available for a surcharge. Please contact your showroom for details.

How many light sources/planters are there per pendant?

There are 2-3 light sources and 1 or 2 planters per pendants There will always be 3 lights on a 38.3.

Can I specify how many light sources/planters I want on each pendant?

No. There will always be 2-3 light sources/planters, but they will vary within each configuration/pendant.

How many "moons" come with each fixture?

There are 2 "moons" per pendant.

Are plants included?

No.

What kind of plants should I use?

We have had the best luck with cacti, succulents, and air plants, however this decision is left up to the customer.

Are the pendant lengths adjustable?

No. The copper lengths need to be specified at the time of ordering. For more curly applications, please specify at the time of ordering and we will add 5-15% to the requested lengths depending on your preferences.

What is the diameter of the copper tubing?

Standard copper finish tubing is 6.3mm (0.25") OD, white powder coated finish tubing is 6.5mm (0.26") OD.

My copper is starting to turn green and lose its lustre, is this normal?

Yes. In time the copper will patina and change colour.

When I was installing my 38 copper suspension, the copper kinked. How do you fix this?

You can't. You have to be very careful to only slightly bend and not kink the copper. Be very patient and do not overbend the copper tubes as it will leave a permanent kink. You can watch a copper installation (with 38 pendants) [here](#)

How do I install the copper suspension so it wraps snugly around the moons?

You can watch a copper installation video [here](#).

Does the copper come in other finishes?

Yes. We offer a white powder coated copper with a surcharge.

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 light sources can you put on one transformer or one driver?

Xenon transformers power from 1 to 6 light sources using 10w lamps. 4w LED drivers power 1 to 2 light sources and are not dimmable. 8w LED drivers power from 1 to 5 light sources and are not dimmable. 24w LED driver is dimmable and powers from 1 to 16 light sources. The dimming range is better when there is between 10 and 16 pendants.

www.bocci.ca

Any additional questions can be directed to 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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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 10w xenon is approx. 2600K). Our lamp specs can be found [here](#).

What are the canopy finishes?

The standard finish for the 38 is a white powder coat in RAL 9016.

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, 38 is not rated for outdoor or wet locations. IP rated: 50, protected from limited dust ingress; 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. Second option is to 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 untwist the pendant from the connection hardware, change the lamp, and twist the pendant back on. 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 38 pendants?

Spray glass cleaner on a lint free cloth and polish the exterior of the pendant. It is best to avoid any excess liquid getting on the copper suspension as it will patina more quickly.

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.

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