

# BOCCI 73

## Frequently Asked Questions

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

All 73 pendants are handmade and are therefore unique. The standard size pendants are approx. 260mm - 305mm (10.5" - 12") and the oversized pendants are approx. 400mm (15.75").

### Not all my 73 pendants look exactly alike, is this normal?

Yes, each pendant is hand-made and drilled 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 available in clear, grey 1, grey 2, grey 3 and green. They are also available in blue or green with a surcharge.

### Are the pendant lengths adjustable?

You can adjust the lengths on site for the adjustable lengths (strain relief) fixtures, 73.1 - 73.7. All the larger chandeliers (73.8 and above) come with preset, fixed lengths (jack connected) that are specified by you at the time of ordering. Coax cable lengths, minimum of 300mm (12"), up to 3m (10') standard or up to 30m (100') custom. For semi-rigid, minimum of 750mm (30"), up to 3m (10') standard or up to 24m (78') custom.

### How do I measure the fixed lengths (jack connected) for the fixture 73.8 and above?

From the underside of the canopy (which has a depth of 53mm or 2") to the underside of the pendant. 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 drivers included?

Yes, they come with the fixtures.

### Why do you recommend remote mounting the drivers?

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

### If I am remote mounting the drivers, 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.

### What gauge is the semi rigid-coaxial cable?

18 gauge.

### What is the aircraft cable for (73 semi-rigid only)?

The 73 semi-rigid is designed to be more of a horizontal installation, meaning that not all of pendants hang directly below the canopy, but instead trail off parallel to the ceiling plane, or deviate from their gravitational directive. As such, the aircraft cable is hung from optional swag points mounted elsewhere from the canopy.

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

4w LED drivers power 1 pendant and are not dimmable.  
8w LED drivers power from 1 to 3 pendants and are not dimmable.  
24w LED driver is dimmable and powers from 1 to 10 pendants. The dimming range is better when using a minimum of 10 pendants.

### Are the fixtures dimmable?

Yes, LED fixtures can be dimmed when using a minimum of 10 pendants on a single 24W LED driver. Just make sure to purchase a dimmer compatible with low voltage electronic dimmers. If you are in the UK you must use a trailing edge dimmer.

### Are your drivers constant voltage or constant current?

Constant voltage.

### Are lamps included?

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

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

Approximately 2400K. Our lamp specs can be found [here](#).

### What are the canopy finishes?

The standard finish for the 73.1 - 73.7 is brushed nickel, but are available in white for a surcharge. The standard finish for 73.8 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 drivers 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?

Only the 73s and 73sp are suitable for outdoor and wet locations. Please specify "outdoor use" when ordering.

73s & 73sp IP65 rated: Protected from total dust ingress; Protected from low pressure water jets from any direction.  
73.1 - 73.61 IP40 rated: Protected from tools and small wires greater than 1mm; Not protected from liquids.

### What is the difference between the 73s and 73sp?

The 73s backplate is 79mm (3.1") in diameter and does not require mounting directly to a junction box. The remote mounted drivers must be connected to the line voltage inside a junction box according to local electrical codes. The 73sp backplate is 115mm (4.5") in diameter and is designed to mount directly to a junction box. The sp backplate is paintable to match the finish of the surface to which it is installed.

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

Ensure you are using Bocci lamps compatible with the driver 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 (73.1 - 73.7) 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?

Rotate the glass to loosen the cap. Unplug and replace the lamp. Push the lamp holder onto the two posts located on the cap. Make sure the short step on the lamp holder matches with the pin on the high step of the cap. Rotate the glass pendant to attach the cap. Please visit 73 specification sheet for detail diagram.

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

No, 73 is designed for LED only.

### How do I clean my 73 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 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.