

# CAO Group's Lighting FAQ's

**Q: Where can I buy your lighting products?**

A: See our website ([www.caogroup.com/ssl](http://www.caogroup.com/ssl)) to find the nearest distributor in your area.

**Q: Who is the CAO rep in my area?**

A: Contact a sales representative from CAO Group at 801.256-9282 or 877.877.9778.

**Q: Where are the lamps manufactured?**

A: All of our LED products are manufactured at our CAO Group owned plant in China.

**Q: What is the warranty on these lamps?**

A: A limited warranty of 4 years is available on all solid state lighting products. The product warranty is located on most product brochures, but is subject to change due to technology changes. The most updated information can be found on our website.

**Q: Can they be dimmed?**

A: This is product dependent, but most applications will require special lighting control dimmers. For more info, please download the "Dimming Capability" document on the BA10 product page of our website.

**Q: Can I buy them directly from CAO Group?**

A: CAO sells through a network of authorized distributors to provide local and knowledgeable support.

**Q: Can I use them outdoors?**

A: Some products are UL rated for moist locations and suitable for outdoor use and others are not. Please see individual product brochures for more info.

**Q: Are these LED lamps temperature sensitive?**

A: There is an operating range that can vary for lamp. Please see the corresponding product data sheets for each lamp.

**Q: What is the rated life?**

A: This varies among products and operating conditions, but most lamps are rated at 35,000 hours. Please see the appropriate product brochure or data sheet.

**Q: Why does the life vary if they are LEDs?**

A: In addition to the LED, some LED lamp packages include a driver that is similar to the ballast for a fluorescent lamp system. The driver has its own life and optimal operating conditions that can affect the entire lamp's life.

**Q: Where can I get an MSDS (Material Safety Data Sheet) for these lamps?**

A: See your CAO distributor or you can find this information on our website.

**Q: Do you have any existing applications where these products are being used?**

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A: CAO Group continually publishes key installations on the website in the “press release” section or you can contact our customer service center at 877.877.9778.

**Q: How much energy will I save if I used these lamps?**

A: This varies by product, energy rate, burning hours per year and watt reduction. Our website has a simple energy calculation tool that can determine your specific energy savings.

**Q: How will these lamps help reduce pollution?**

A: The Department of Energy (DOE) has done an extensive study on CO<sub>2</sub> emissions by power plant type. A national average has been calculated by kWh. CO<sub>2</sub> pollution reduction can be determined by identifying your annual energy savings. This tool is available on our web-site in the tools section.

**Q: How will voltage fluctuations affect the lamp life?**

A: Input voltage fluctuations between 90-120 volt AC are safe and do not harm the lamp life. Fluctuations outside of this range can cause damage reducing the lifetime of the lamp and voiding any warranties.

**Q: Who do I contact if I have a quality problem?**

A: You can contact your local distributor or send your lamp to CAO directly. Please contact a CAO Group sales representative before returning any product directly to the CAO Group to obtain a RMA number.

**Q: Can I get this lamp in different colors?**

A: Our standard product offerings are listed on our product brochures, which often include various colors. Variations may be available based on high volumes. See your local distributor to discuss specific needs.

**Q: What if I don't see my question on the FAQ list?**

A: You can submit your own question below. We will acknowledge your question immediately and most questions will be answered within 48 hours.