

APPLICATION:

1. Can I use the CSL Whisper™ downlight in shallow plenum applications?
 - Yes, the Whisper requires less than 2 ½” of clearance above the ceiling.
2. Is the Whisper downlight appropriate for both new construction and remodel applications?
 - Yes, the Whisper is a mud-in, trimless downlight that installs into a 5 ½” cutout with provided toggle bolts to affix it securely to a drywall ceiling. Both the new construction and remodel installation result in a seamless, ½” aperture ceiling appearance after mudding and finish work are complete.
 - For new construction projects, we also offer a rough-in pan to facilitate alignment and inter-joint positioning.
3. The Whisper downlight is trimless... what does this mean?
 - The visible aperture once the whisper is installed and ceiling finished is less than ½”.
 - The Whisper includes a mud-in plug that is used to cover the ceiling aperture during mudding. The only part of the Whisper visible is the lens and light. It is a truly trimless downlight.
 - Whisper’s proprietary SilentVu™ optic provides a perfect light beam, with glare control, from its ½” aperture. A traditional downlight trim is not required to manage light cutoff and glare.
4. Is it CA Title-24 JA8 compliant?
 - Yes
5. Is it ENERGY STAR® certified?
 - Yes, when installed as packaged with the 50° optic

LIGHT PERFORMANCE:

1. What color temperatures are available?
 - 2700K, 3000K, 3500K, 4000K
2. What are the optic options?
 - 50° (installed) and 30° SilentVu optics included with fixture
 - Optic can only be changed before ceiling installation
3. What are the delivered lumens?
 - Up to 1100 lumens, depending on the color temperature and optic selected
 - The highest lumen variant is 4000K with the 50° optic

4. What are the quality characteristics of the installed LED chip?
 - Cree LED, 90+ CRI, 2-step SDCM
5. Is there a warm dim option?
 - Not currently

DRIVER OPTIONS:

1. What driver options are available?
 - We offer integral:
 - Universal standard dimming, down to 1%, includes TRIAC/ELV at 120V and Switching/0-10V at both 120V/277V Tri-dimming
 - High Performance EldoLED dimming down to 0.1%, includes 0-10V dimming at both 120/277V
 - We offer remote:
 - Universal standard dimming, down to 1%, includes TRIAC/ELV at 120V and Switching/0-10V at both 120V/277V Tri-dimming (ERP)
 - High Performance EldoLED dimming down to 0.1%, includes 0-10V dimming at both 120/277V
 - Lutron Hi-Lume dimming down to 1%, includes 2 wire at 120V or EcoSystem Fade-to-Black dimming at 120/277V
 - Remote Packages include either (1), (2), or (3) Whispers plus (1) remote driver.
 - Drivers are tuned for the kit, so install the configuration as ordered.
2. How many luminaires per driver?
 - Up to 3 per single remote driver, when (3) + (1) configuration is ordered

INSTALLATION:

1. Is this mud-in only?
 - Yes, the Whisper is a mud-in only product.
 - A trimless, mud-in downlight ensures the best quality room side cosmetics.
 - Behind the ceiling is where all the magic happens, but we want you and your customers to enjoy the ultimate beauty of CSL Whisper.
2. Is above ceiling access required?
 - All integral driver options require above ceiling access, but the remote driver options give you the flexibility to mount the drivers where you prefer accessibility, like closet or service panel.

3. What type of wiring is required for installation?
 - For an integral driver installation, the CSL Whisper includes a driver junction box in the assembly and wires like most AC lighting luminaires.
 - For a remote driver installation, DC wiring will run between the provided CSL Whisper junction box and the remote mounted driver. Specific installation provisions should meet local code and jurisdiction requirements as determined by your licensed electrical contractor. Generally, #12AWG, #14AWG, and #18AWG stranded or solid UL certified power wiring can accommodate run lengths of up to 50ft between the installed CSL Whisper and its remote mounted driver.
4. Can I install it outside?
 - Yes, the Whisper downlight is UL wet location rated and can be used in mud-finished soffits and eaves to complement your interior lighting.
5. Can it be covered in insulation?
 - Yes, the system is certified with UL to be native IC rated.
6. What about spray foam?
 - We have not tested the system in foam ceiling at this time.

DELIVERY + SERVICE + WARRANTY:

1. What is your lead time?
 - Ships within one week upon receipt of purchase order
2. What is your warranty?
 - Our standard 5 year limited warranty, extends to 10 years with the remote driver option
3. What happens if a Whisper fails after installation?
 - We have designed the LED lifetime to exceed 100,000 hours. If you have above ceiling access or a remote driver option, driver service to the unit will be simple.
4. Who should I contact, if I have questions or a problem with my CSL Whisper?
 - The CSL Service team is always here to assist via phone 626.336. 4511 or email CSLCustomerService@cslighting.com
5. Is this patented?
 - Yes, aspects of the Whisper are our proprietary design, which are patent pending.