

Q & A

Retractable Landscape Lights

1. What are the advantages of installing ElevateLux Retractable Landscape Light?

- A unique retractable lighting design that combines modern aesthetics and functionality. The light rises at sunset and retracts at sunrise, maintaining a clean landscape during the day.
- Retracted lights reduce tripping hazards, make yards or lawns more usable, and improve lawn maintenance efficiency.

2. What input voltage does it use? Is a separate power supply needed?

It uses the same AC12V voltage as standard landscape lights and can utilize the transformer already installed for existing landscape lights. However, please ensure the total wattage of the lights does not exceed the transformer's maximum capacity.

3. Can the ElevateLux Landscape Retractable Light directly replace existing landscape lights?

Yes, the ElevateLux series operates on low-voltage AC12V, the same as most commercial landscape lights. It is easy to install and can directly replace any AC12V landscape light to suit your lighting needs.

4. Is it difficult to install?

Installation is straightforward. The product uses a 12V low-voltage system, with an installation process similar to standard garden lights, allowing users to set up easily. Refer to the included installation manual for detailed steps.

5. How do you control the light's rise and retract?

When the power is turned on, the light turns on and automatically rises. Once it reaches the top position, the light remains steadily on. When the power is turned off, the light turns off and the fixture automatically retracts into the ground.

6. Why is it recommended to wait 4 minutes before turning off the power?

After the light rises to the highest point, it requires 4 minutes to charge the system in preparation for the power needed for the next descent. Therefore, it is recommended to wait until the charging is complete before turning off the power.

7. Does the light contain a battery? How long is its lifespan? Is it safe?

The power needed for retraction is minimal, so capacitors are used instead of batteries to store energy. Capacitors have a longer lifespan, are more reliable, and eliminate safety concerns associated with batteries.

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8. How long does it take to charge, and how long does the power last after charging?

Our product does not use batteries; instead, it uses capacitors to store power. Typically, the light automatically charges when it stays at the top position. The recommended charging time is about 4 minutes. Once fully charged, it has enough power to complete at least one full descent.

9. Does longer charging mean the light can store more power and perform multiple up and down actions?

No, the capacitor is designed to store just enough power for one descent. Even if the light stays at the top for longer, the capacitor stops charging once it's full. Typically, it takes about 4 minutes to fully charge, enough for one descent.

10. If the light hasn't been used for a long time, will the remaining power still be available next time?

No, the capacitor naturally discharges over time, so any remaining power will gradually dissipate. After each ascent, it's recommended to let the light stay at the top for at least 4 minutes to ensure enough power for descent.

11. What should I do if the light was charged for less than 4 minutes and stops halfway?

Turn the power back on to let the light rise back to the top, keep it there for at least 4 minutes to fully charge, then turn off the power. The light will then complete the descent properly.

12. Can the brightness be adjusted? Will it remember the previous brightness setting when turned on again?

Yes, brightness can be adjusted using the included magnet. By lightly touching the symbol on the light, the brightness cycles through four levels. Remove the magnet at the desired brightness, and the light will retain this setting. The previous brightness level will also be remembered the next time the light is turned on.

13. Can the projection angle be adjusted? Will it remember the previous angle setting when turned on again?

Yes, the projection angle can be adjusted using the included magnet. Lightly touch the symbol on the light to slowly raise or lower the angle in a continuous cycle. Remove the magnet at the desired angle, and the light will maintain this setting. The previous angle will also be remembered the next time the light is turned on.

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14. Can the light beam angle be adjusted?

No, the light beam angle cannot be adjusted. Please choose the light fixture with the desired beam angle when purchasing, as it is fixed.

15. Can the raising height of the light be adjusted?

No, the raising height is fixed and cannot be adjusted. Please confirm the appropriate height for your installation location before purchasing. The ElevateLux Path Light series offers three height options: 6", 12", and 24".

16. Does the ElevateLux series light have scheduling capabilities?

No, the ElevateLux series does not currently support scheduling. It is recommended to add an external scheduling device before the transformer to achieve this functionality.

17. Will the light be damaged if a lawn mower passes over it after it retracts into the ground?

No, lightweight machinery like lawn mowers used on grass will not damage the light when it is retracted into the ground.

Please note:

Avoid driving vehicles such as cars, trucks, or other heavy machinery over the light. When using scarifier, dethatchers or aerators, be cautious as some equipment with hard blades might damage the light's exterior.

18. If the light encounters external force or obstruction during retraction, causing it to stop midway, will it be damaged? How should it be handled?

The light will not be damaged if it stops midway due to obstructions or external force. Once the obstruction is removed, the light can resume normal operation. Please follow these steps:

1. Remove the light from the PVC pipe and check for obstructions inside the pipe or the aluminum housing.
2. Remove any obstructions and, if necessary, rinse the aluminum housing with water to clear dirt or debris.
3. Turn on the power to raise the light to its highest point, allowing the system to charge (approximately 4 minutes).
4. Turn off the power, and the light should fully retract into the ground.

If the issue persists, contact your supplier.

19. Will the light be damaged if heavy objects or obstacles block its ascent when powered on?

No, as long as the obstacle is removed, the light can ascend normally once the power is turned back on.

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20. If the light's ascent is stopped by downward force during operation, will it be damaged?

No, the light will stop at the obstructed position. If pressure continues, it may lower further due to the continuous force but will not be damaged. Stop or remove the force and turn the power back on to allow the light to rise fully.

21. Will the light be damaged if pushed down by force after reaching its highest point?

No, the light may lower under excessive downward force but will not be damaged. Stop or remove the force and turn the power back on to allow the light to rise fully.

22. Will rainwater enter the light after rainfall?

No, the light is designed to be waterproof, and rainwater will not get into the fixture.

23. After heavy rain, if water flows into the PVC pipe and accumulates, will it affect the light's functionality?

Yes, the light will work fine as normal even if there is water in the PVC pipe. As long as the installation area has an adequate drainage system, temporary water accumulation will not affect the light's functionality, even if it takes a few days to drain completely.

24. What considerations are needed for installing lights in snowy or frost-prone areas?

1. For snowy regions, avoid installing lights in low-lying areas prone to snow accumulation or snowplow dumping zones.
2. Before winter, set the lights to "Force High Position," which keeps them elevated and prevents retraction even when the power is off. (Refer to "Snow Season Settings.")
3. After winter, cancel the "Force High Position" setting to resume normal ascent and descent operations.

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25. What happens during freezing or frosty weather?

The product operates within a temperature range of -20°C to 50°C, but cold weather may cause ice or frost, which could obstruct the light's upward or downward movement. This is due to ice buildup in the gaps of the light's lifting mechanism. This will not damage the product, but it will temporarily prevent the light from moving up or down. Here's how to handle it:

- a. Wait for the temperature to rise, allowing the ice to melt, and the light will resume normal movement.
- b. Use warm water to spray the surface of the light to help melt the ice: If the light is stuck halfway during its movement, spraying warm water on the surface can help melt the ice. Then, turn the power back on to let the light rise to its highest point. If you want the light to retract to the ground, wait for 4 minutes to allow the light to charge, then turn off the power, and the light will retract to the ground.

26. Does the light require regular maintenance after installation?

Every few months or after heavy rainfall with flooding, remove the light to check for dirt or debris inside the aluminum housing. Clean with water if necessary.

27. My light fixture's motor keeps running after it reaches the top. Is it damaged?

No, it's not damaged. This happens if the fixture was powdered on when it wasn't fully down. Since its upward travel is a fixed length, it reaches the top early but the motor briefly continues, then stops automatically. It's perfectly normal and won't cause harm. The fixture might stop midway if:

Power cut: The power was cut while the fixture was moving up.

Blocked: Something stopped it from rising (e.g., an obstacle, or someone holding it down).

Low battery: It didn't charge long enough at the top (less than 4 minutes) and ran out of power while coming down.