

## Frequently Asked Questions

### How far away from the hilite tube can I position the power supply unit?

Our standard power supply cables are 10m long. We do not recommend that this is extended as voltage drop may make the sections furthest away from the supply appear dimmer. If you have no alternative but to extend this cable, please contact Visive for advice.

### How much tube can I power from one power supply?

See the table below;

Colour	Part Number	Max. length (96W PSU)	Max length (240W PSU)
Red	HL2-AS-R1-x	16m	40m total – 20m per output
Orange	HL2-AS-O1-x	16m	40m total – 20m per output
Yellow (lemon)	HL2-AS-Y1-x	20m	50m total – 25m per output
Yellow (mustard)	HL2-AS-Y2-x	16m	40m total – 20m per output
Green (light)	HL2-AS-G1-x	24m	60m total – 30m per output
Green (dark)	HL2-AS-G2-x	24m	60m total – 30m per output
Blue	HL2-AS-B1-x	20m	50m total – 25m per output
Purple	HL2-AS-P1-x	20m	50m total – 25m per output
White	HL2-AS-W1-x	20m	50m total – 25m per output

### When do I need to use a jumper cable?

Jumper cables are used when the gap between two hilite sections which you want to connect together is greater than 200mm. 3m long jumper cables are supplied as standard, but other lengths can be supplied on request.

### Do I need to order clips separately?

Visive will supply the required number of clips with each tube order, and they are always included in any prices given. You do not need to specify clips separately. If for any reason you need more clips than standard please let us know so we can include them in your delivery.

### Are corner sections available?

90 degree radiused corner sections are available in 191mm and 267mm radiuses. Technical drawings of these sections are available in the download section of the website. Other radiuses may also be available subject to a tooling charge. Please contact Visive to discuss your requirements directly. Mitred corner sections are not normally available, but if you have a specific requirement, contact us to discuss your application.

### Do I need to take anything of my measurements for thermal expansion?

No. All tube measurements are nominal, and include an allowance for thermal movement. See the FAQ entry 'Why is my tube shorter than I ordered?' for a more detailed description of nominal lengths.

### How quickly will my order be delivered?

Visive can deliver most orders within 5 days. Large orders, or orders containing custom items, may take a little longer but we will always do our best to meet your delivery requirements.

### **Why is my tube shorter than I ordered?**

All hilite tube lengths are quoted as *nominal* lengths. In other words the length given is the gap which the tube section is designed to fill. This is different from any *measured* tube length. Because hilite II tubes can expand and contract with temperature variations, the actual measured length of a tube will vary. For example a standard 2400mm nominal length will measure approximately 2390mm long at 20°C. At colder temperatures it will measure slightly shorter, and at hotter temperatures slightly longer. At the highest operating temperature of the tube, normally 60°C, the measured length will equal the designated nominal length.

It is important that any sizes given to Visive are the size of the gap you want the hilite run to fill. Do not deduct anything for thermal movement as this will be taken into account at the time of manufacture.

### **My structure has a curved façade, will hilite tube bend around it?**

Hilite tube can be cold-formed (i.e. field bent without heating) around radiuses down to 1500mm. You will need to use more clips - we recommend halving the pitch to 200mm. Make sure you let us know you will be bending the tube so we can include more clips with the delivery.

For curves tighter than 1500mm please contact Visive about factory made curved sections.

### **Can you make me a custom colour?**

We may be able to provide you with a custom version of hilite, colour matched to your own reference. Please contact us to discuss your requirements.