

## WHISPER STANDARD FAQ

### APPLICATION:

1. **Can I use the CSL Whisper Standard downlight in shallow plenum applications?**  
Yes, the Whisper Standard requires less than 2 ½" of clearance above the ceiling.
2. **Is the Whisper Standard downlight appropriate for both new construction and remodel applications?**
  - a. Yes, the Whisper Standard 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.
  - b. For new construction projects, we also offer a rough-in pan to facilitate alignment and inter-joint positioning.
3. **The Whisper Standard downlight is trimless... what does this mean?**
  - a. The visible aperture once the Whisper Standard is installed and ceiling finished is less than ½".
  - b. The Whisper Standard includes a mud-in plug that is used to cover the ceiling aperture during mudding. The only part of the Whisper Standard visible is the lens and light. It is a truly trimless downlight.
  - c. Whisper Standard'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

### LIGHT PERFORMANCE:

1. **What color temperatures are available?**  
2700K, 3000K, 3500K, 4000K, and Warm Dim.
2. **What are the optic options?**
  - a. 50° (installed) and 30° SilentVu™ optics included with fixture.
  - b. Optic can be changed before ceiling installation.
3. **What are the delivered lumens?**
  - a. Up to 1063 lumens, depending on the color temperature and optic selected.
  - b. The highest lumen variant is 4000K with the 50° optic.
4. **What are the quality characteristics of the installed LED chip?**  
90+ CRI, 2-step SDCM
5. **Is there a warm dim option?**  
Yes, 1800K-3000K Warm Dim is available.

### DRIVER OPTIONS:

1. **What driver options are available?**
  - a. **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
  - b. **We offer remote:**
    - i. Universal standard dimming, down to 1%, includes TRIAC/ELV at 120V and Switching/0-10V at both 120V/277V Tri-dimming (ERP)
    - ii High Performance EldoLED dimming down to 0.1%, includes 0-10V dimming at both 120/277V
    - iii Lutron Hi-Lume dimming down to 1%, includes 2 wire at 120V.
  - c. Remote Packages include either (1), (2), or (3) Whisper Standards plus (1) remote driver.
  - d. 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.

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### INSTALLATIONS:

**1. *Is this mud-in only?***

- a. Yes, the Whisper Standard is a mud-in only product.
- b. A trimless, mud-in downlight ensures the best quality room side cosmetics.
- c. Behind the ceiling is where all the magic happens, but we want you and your customers to enjoy the ultimate beauty of CSL Whisper Standard.

**2. *Is Whisper Standard aperture only Round?***

No, it's offered in round and square.

**3. *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.

**4. *What type of wiring is required for installation?***

- a. For an integral driver installation, the CSL Whisper Standard includes a driver junction box within the housing and wires like most AC lighting luminaires.
- b. For a remote driver installation, DC wiring will run between the provided CSL Whisper Standard 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 Standard and its remote mounted driver.

**5. *Can I install it outside?***

Yes, the Whisper Standard downlight is UL wet location rated and can be used in mud-finished soffits and eaves to complement your interior lighting.

**6. *Can it be covered in insulation?***

Yes, the system is certified with UL to be native IC rated.

**7. *What about spray foam?***

We have not tested the system in foam ceiling.

### SERVICE + WARRANTY:

**1. *What is your warranty?***

Our standard 5 year limited warranty.

**2. *Who should I contact, if I have questions or a problem with my CSL Whisper Standard?***

The CSL Service team is always here to assist via phone 626.336. 4511 or email:

[CSLCustomerService@cslighting.com](mailto:CSLCustomerService@cslighting.com)

**3. *Is this patented?***

Yes, aspects of the Whisper Standard are our proprietary design and protected under US patent(s).