

I-BEAM® IBG LED High Bay Smaller Size, New Distributions

Frequently Asked Questions

What is changing about the IBG?

The IBG SEF (standard efficiency) configurations will use a reduced bar count.

- Benefits include smaller footprint and less weight for improved ease of installation and lower shipping costs. Smaller packaging for saving shelf space and creating less environmental waste.

IBG distributions will be attained using a new outer Fresnel patterned / textured lens. This helps improve the efficacy, create more crisp, tailored distributions, and adds to flexibility in the field if changes are required due to rack spacing, etc.

- IBG will no longer have the "FD" focus distribution, as the "ND" narrow distribution improves in performance.
- IBG will have an "AD" aisle distribution for improved vertical illumination where desired.
- IBGN will continue to use refractors, which means refractors will remain available to fix warranty issues for current installations.

IBG is getting new sensor nomenclature which is much more closely aligned with the nomenclature the controls teams use for the applicable sensors (LSXR, Haleon, nLight wired and nLight AIR).

When is this change taking effect?

This change is coming in March. A more definitive date will be communicated in the coming weeks.

Does this reduction in bar count include a price discount?

We are committed to keeping IBG price-competitive with the market and will continue to evaluate and ensure we have the right pricing in place. Please work with your Acuity quotations manager to ensure you have access to locally competitive pricing in a quick and timely manner.

Does this change only apply to IBG with short nomenclature (IBG Stock Codes)?

No. All IBG Lumen Packages for SEF have a reduced bar count, except for the 8000LM which is already as small as IBG gets. The only HEF (high efficiency) configuration changing in size is the 36000LM lumen package. *For the most comprehensive guide to changes in fixture size consult the IBG New Size Chart.*

Is there a cross-reference guide?

A SKU Cross Reference Guide was made for the 21 CI Codes that are in Acuity stock across all DCs and the cross-reference guide, much like the FAQs, will be regularly updated and posted as we cross more codes that are on quotes or in distributor stock.

If your customer stocks a unique configuration that is not one of those 21 CI Codes we are happy to preemptively cross it prior to the March go-live for the new IBG. Our goal is to be as least disruptive to your business as possible, so please advise if you have a CI Code in your inventory that is not on our list and needs to be converted to the new CI Code.

How do I order the new IBG?

If you place orders by CI Code or UPC, you'll need to check the cross-reference guide and update your systems. This is likely most pertinent for EDI ordering.

If you place orders by Description / Catalog Number, those product descriptions will not change, but the product size will.

- Ex: if you order IBG 24L MVOLT in February you will get a 2-foot, 6 bar IBG. If you order IBG 24L MVOLT in March, after the launch, you will get a 2-foot, 4 bar IBG.

Note: distributor systems that store products by UPC and description will need to be updated to the new UPC even though the description does not change.

What about post sales claims for existing installations / existing form factor?

Post Sales will ask for date codes to aid in any warranty resolution. In an effort to match existing, any replacement fixtures will be provided in the same form factor as the original job.

What happens to our standing quotes?

Our ambition is to cross every CI Code that exists on a standing quote so there is minimal disruption in quoting and winning business with the IBG. Since the descriptions will not change, we are making sure the current CI code on the standing quote is crossed to the future CI Code for all standing quotes.

If you have concerns about this disrupting standing quotes, work with your Acuity quotation manager to ensure all CI codes are crossed prior to March.

I-BEAM® IBG LED High Bay Smaller Size, New Distributions

Frequently Asked Questions

What happens when you need to match existing IBG fixtures already installed?

See above for post sales / warranty resolution.

The old CI Codes will continue to exist, but the catalog number / description will be updated to show a "GEN1" on the end of the nomenclature. (Ex: IBG 15L MVOLT 5K becomes IBG 15L MVOLT 5K GEN1).

For projects in a current phase where all fixtures are in the same space and the fixtures must match, the orders need to be updated to include "GEN1" to ensure the original IBG form factor.

For projects starting a new phase in a new space, we encourage the use of the new IBG, as the performance will match the other site locations, but with a smaller form factor.

Note: GEN1 IBG will be available to order until Summer 2020 (3 months), at which time we will shut off the ability to order them. It is in the best interest of everyone to convert to the new IBG as soon as possible.

Should customers try to return their stock of existing IBG and reorder the new?

No. There is nothing wrong with the current version of IBG. As IBG gets efficacy improvements with this update, our nominal lumen values remain the same. Both old and new are DLC Premium. There's no need to return old IBG. We ask our distributor partners to work to sell the existing inventory and **beginning in March** to reorder with the new, smaller IBG, understanding the fixture and carton size will be smaller for each lumen package.

What happens to existing IBG orders on the launch date?

All existing orders on the go-live date will have "GEN1" added to the end of the nomenclature. This ensures customers are getting exactly what was specified at the time the order was placed and any orders which had partial shipments are completed with the consistent IBG size.

If a customer prefers to shift to the new version of IBG for an existing order on or after the launch date they'll need to contact their Customer Care representative to have the order updated to the new-style IBG.