

CPX™ LED Panel Product Expansion



Frequently Asked Questions

My CPX is a different shape from the last order received. Was I shipped the wrong product?

Not at all. You have received the next generation of CPX with a slightly modified backplate.

Will the new CPX look different than the CPX I have been receiving once installed?

Only the form factor of the backplate has been slightly changed. The appearance from the show side (what's seen from below) will look exactly like the CPX you have previously been using, once installed.

Will the form factor of the new CPX have any impact on the installation of the panel?

The actual depth of the new CPX is no taller than the original. On the original version, the driver box is on top of the backplate. On the new version, the driver box is on the side. This did not increase the overall height. The overall height is now evenly distributed over the entire fixture. Additionally, the new CPX is significantly lighter than the original, which will assist in an easier installation for the contractor.

Why did you change the form factor?

By moving to a direct-lit light source versus an edge-lit, CPX is able to offer more options going forward. There is more room in the chassis with the LEDs positioned above the lens. This allows us to better accommodate future offerings, such as higher lumens, switchable CCT, adjustable lumens, as well as high efficiency versions. Ultimately, we now have a platform that can accommodate many more possibilities to meet the needs of our customers.

Is there a difference in delivered lumens between the new CPX and the original?

No. We have made sure that the delivered performance is equal to the original CPX.

Is the new CPX an edge-lit panel?

No. The new CPX is a direct-lit panel instead of edge-lit. This means that the LED boards are positioned on the backplate instead of the edge of the panel.

Does the new CPX utilize a lightguide?

No. With direct-lit technology, each LED has an optic over it that works to distribute the light. Because of this, no lightguide is necessary.

Since the new CPX does not use a lightguide, is it still a requirement to only use PMMA or MS material?

No. PMMA and MS materials are critical in the production of lightguide plates. Since the new CPX has no lightguide plate, that is not an issue.

Will the catalog or UPC code change on the new CPX?

Only the CI Code will change. The nomenclature and UPC will remain the same. This was done to minimize any inconvenience to the ordering systems of our customers.

Will I only be able to get the six configurations currently available with CPX?

As mentioned, by moving to a direct-lit light source versus an edge-lit, CPX is able to offer more options going forward. Customers will be able to order the six configurations currently available plus future configurations which will include higher lumen packages, switchable CCT, adjustable lumens, as well as high efficiency versions.

Why am I receiving less master cartons per pallet if the panel height is the same?

The new CPX has an incredibly strong design, but does not have the ability to nest with each other in a master carton. The uniform height of the backplates rest against each other in the master cartons instead of having the driver boxes positioned in a way that fit like a puzzle piece. This requires more room in a master carton which amounts to less cartons on a pallet.

Can I still order the original CPX?

No. The original CPX will be phased out and not available for reorder.

How do I handle replacements for an existing project?

Since the appearance from the floor is identical between the two versions, the new CPX can be used as a direct replacement in areas that have the original CPX panels.