

## **General**

1. Where are Lladró lamps made?
2. Who designed them?
23. Are Lladro designs registered?
26. What is the approximate delivery time for standard products after confirming the order?
27. Are the lighting products marked in any special way to identify them as original Lladró lamps?

## **Customizations**

3. I want a traditional chandelier but my ceilings are low. What do I do?
5. How can we customize Niagara collection?
9. Can we order a different bulb type?
12. Can the porcelain shades be changed?
28. Can I customize the colors and size of the lamp?
29. How can we request a custom piece?
30. Is it possible to customize any model?
31. What is the increase in price for a customized chandelier?
37. is possible to order different dimensions or other finishes for Mokuren?
41. Can Softblown colours or dimensions be customized?
43. are the Softblown porcelain components matt or glazed?

## **Maintenances**

14. Can you replace antique spare parts?
15. Which is the best way to order spare parts?
17. Is my lamp covered by a quality guarantee?
18. Who pays the shipping costs for the replacement parts?
19. What should I do if one of the parts breaks?
20. What is the best way to clean a chandelier?
22. What is the estimated lifespan of my lamp?
36. How can I replace the lights in Nightbloom?
38. Can the led lightpoint of Mokuren be replaced?
39. What happens if a petal of Nightbloom is broken?
40. If the flower shades of Mokuren are broken, can they be changed?

## **Technical**

7. What is the size of the canopy and the color of the chain in the Belle de Nuit lamps?
8. What type of bulbs do the lamps use? Are the bulbs included in the cost of the lighting fixture?
10. Batteries of the wireless: Firefly, Dome, Kokeshi, Ice cream
11. How can we make a chandelier dimmable?
16. May our customer rewire a chandelier for another country?
24. What materials are the lamps and chandeliers made of?
25. What does it mean that a lamp is decorated with golden luster?
33. How can I know if a chandelier gives enough light for a room?
44. are Afloat and Airbloom dimmable?
45. how does Hedgehog work?

## **Installation and packaging**

4. Can you adjust the length of the fiber optics in the Re-Cyclos Niagara and Magic Forest chandeliers?
6. Can you adjust the length of the chain in the Belle de Nuit lamps? What do I do if I need less or more chain on my chandelier?

13. How is packed Nightbloom?
21. How to install a chandelier?
32. Can I install a lamp outdoors?
34. Who should install our lamp?
35. Does the packaging include instructions on how to unpack the lamp and to install it correctly?
42. do Afloat and Airbloom come assembled?

### **1. Where are Lladró lamps made?**

All products in the Lighting catalogue are made in Lladró's workshops in Valencia (Spain). This is where all the porcelain elements are made, where the components are assembled and the lamps are wired.

### **2. Who designed them?**

The products in the Lladró Lighting catalogue are designed by the company's creative team. External designers like Marcel Wanders, Bodo Sperlein or Jaime Hayon have also collaborated in some Lighting collections (Nightboom, Niagara, Magic Forest, The Clown).

### **3. I want a traditional chandelier but my ceilings are low. What do I do?**

Once you receive the light fixture, it is difficult -and in some models impossible- to alter the dimensions.

We always advice to check with us for special dimensions before ordering, so in case it may be necessary, we can produce them as customs.

In the catalogue, you have information of maximum height as standard. Usually when installing, it is possible to shorten the electrical cable, the steel wire or the metal chain.

Contact us as there are various possibilities depending on the model:

3.1. For some collections (Belle de Nuit, Winter Palace, Ivy and Seed) we have proposals for shorter chandelier, and also different diameter, which we call "Standard customizations", and we can share them with you by request.

3.2. If your ceiling is false, maybe a solution of a "Direct Ceiling Mount" is good for you. This means that the chandelier is made so it will fit without the chain and the overall drop from the ceiling will be approximately the height measurement shown on the website.

3.3. We can work together with you in a unique proposal.

### **4. Can you adjust the length of the fiber optics in the Re-Cyclos Niagara and Magic Forest chandeliers?**

Yes. It is simple to shorten or extend the length although it requires long working, which is why we recommend that you specify the desired length when placing your order so that they can be adjusted to the required length during fabrication.

To make these adjustments at home, or at the final destination, you have to bear in mind that each one of the fibers is fixed with a rubber stopper that allows the fibers to be shortened or lengthened.

To lengthen the fibers, you can pull gently on each individual fiber even when the lamp is assembled and installed, until achieving the desired length (max 2m). To shorten the fibers, it is necessary to dismount the lamp and manipulate the stoppers from the inside of the body of the lamp.

### **5. How can we customize Niagara collection?**

5.1. Different shapes of canopy: standard canopies are only round, but we can produce square, rectangular, oval.. and also in-built if your ceiling is false.

5.2. Length of fiber optic: you can order longer or shorter. Please inform before placing the order, so with a custom solution we will prepare all for you, and you will have an easy installation.

5.3. Color finish of the canopy

5.4. Distribution of the porcelain fairies: it can be random, or arrow shape. We can design as you wish.

### **6. Can you adjust the length of the chain in the Belle de Nuit lamps? What do I do if I need less or more chain on my chandelier?**

These lamps come with a 1.5 m chain and a ceiling rose for fixing it to the ceiling.

6.1. If you need more: advise the store when purchasing, as it can then be special ordered with additional chain to your specification.

6.2 This chain can be shortened by removing as many links as required. This is easy to do as the links are open on one end to make this operation as simple as possible. And if still the chandelier must be as short as possible, and the ceiling is weak, please request for special model in which we avoid the canopy.

### **7. What is the size of the canopy and the color of the chain in the Belle de Nuit lamps?**

The diameter of the ceiling rose is 18cm and its height is 8, but it has a metal bar to adjust the chandelier when installing it. If you need to shorten your chandelier, please help us by learning if the ceiling is false.

The color of both, the canopy and the chain, is white for all the finishes (except for the Absolute Black for which both are in black too).

### **8. What type of bulbs do the lamps use? Are the bulbs included in the cost of the lighting fixture?**

Standard bulbs are not supplied with the lamp, and therefore must be purchased by the customer. The specifications in the technical data define by model and SKU/Ref the type of bulb required. Only some collections such Niagara, Magic Forest, Nightbloom, wireless, and some wall light with led integrated (Bouquet) includes the light source in the price. At the end of the Lighting catalogue, you have a table which summarizes this info. You can download it at: [www.lladrocontract.com](http://www.lladrocontract.com)

### **9. Can we order a different bulb type?**

It will depend on the model, if the design can accept another lamp holder or not. In most of the cases, we are open for customization, but we must check case by case. Please enquire.

### **10. BATTERIES OF THE WIRELESS: Firefly, Dome, Kokeshi, Ice cream**

In the instructions sheet we inform of the necessary time to charge them, and approximate duration. But as any battery, the correct use of it will help it last longer. We advise to wait until it gets 'empty' in order to charge it. In case you may need replacement of battery and-or led integrated for wireless, we sell the kit and we can provide you instructions for replacement.

### **11. How can we make a chandelier dimmable?**

Any ceiling or wall light of Lladró Lighting collection with standard lamp holders (E27, E26, E14, E12, G9..., and not using transformers) can be dimmable by using dimmable bulbs, and installing the adequate transformer in the project location. All you have to do is ensure that the chosen dimmer works correctly with the wattage of the bulbs. You should also check that the dimmer is suitable to be used with chandeliers.

For portables (table and floor lamps) we decided to make them on-off, with a foot or hand switch.

The Clown lamp is prepared with a dimmable system touching the nose of the figurine. The dimmable bulb must be purchased by the customer.

Only our cordless models, Nightbloom (Hanging) and Mokuren are dimmable. Our cordless lamps (like Firefly, Kokeshi, Ice Cream) have a dimmable system touching the Lladró logo. The Hanging Nightblooms and Mokuren can be dimmables with the 0-10V protocol (the dimmable driver is included).

In the case of Nightbloom Floor and Table lamps have the dimmer on the switch.

### **12. Can the porcelain shades be changed?**

All our design have a standard proposal, but for some, we give possible choices without change of cost for you if you inform when placing your order.

Belle de Nuit and Winter palace share two options of shade (the dimension changes for E14/E12 and G9 versions), and, Ivy&Seed and Jamz share also shade designs.

If you order the shades as spare later, then we sell them as accessories.

### **13. How is packed Nightbloom?**

Nightbloom lighting fixtures are sent completely assembled. In case of any breakage of a petal, on top of informing the transport company immediately, you can order a replacement which will be sent including the metal anchor. We can also provide a video with the procedure to replace it.

### **14. Can you replace antique spare parts?**

We have a limited stock of antique components. Please enquire.

### **15. Which is the best way to order spare parts?**

Some spare parts cannot be listed so it will be difficult to identify them.

It is always best to provide as much info as possible: pictures, SKU, invoice. Post enquiring directly to your sales contact person and/or our lighting area manager, he/she will validate your request before instructing logistic area for shipment.

### **16. May our customer rewire a chandelier for another country?**

The best is to clarify the country of destination of the lighting fixture when placing the order.

Our lamps comply with most International Technical standards (please check in our catalogue last part with technical info). There is a SKU for each electrical version: CE for European Community, UK for United Kingdom, JP for Japan, US for United States, CCC for China.

As some of our lamps are suitable for different countries, please contact our lighting area manager for detailed specification.

### **17. Is my lamp covered by a quality guarantee?**

All our products have three years quality guarantee (which does not include faults due to installation, neither maintenance).

### **18. Who pays the shipping costs for the replacement parts?**

If the replacement is due to a demonstrable quality fault, the cost of the replacement and its shipping will be paid by the company at any time during the lifespan of the piece; this defect must be reported immediately when receiving the pieces.

If the breakage is not justified or is caused by undue use, improper unpacking, defect in installation, or natural aging of the materials, the cost of the replacement and shipping will be run by the customer.

### **19. What should I do if one of the parts breaks?**

#### **19.1 Parts broken during shipment paid by Lladró:**

If you find out that the package was damaged during shipment, write a protocol about the damage with the carrier before you accept the order. Also take a photo of the box and the damage with your camera (or mobile phone). Then check all the individual parts of the chandelier. If some of them were damaged, take a photo of them and send us the photo of the damaged parts by e-mail. We will send you a new part for free and we will deal with the carrier ourselves.

#### **19.2 Parts broken during assembly or maintenance:**

If you break a part during assembly or maintenance, take a photo of the broken part and send us the photo of the damaged part by e-mail. Also please, e-mail us your delivery address and postcode. We will send you information about the price of the part including shipping price. The spare part will be sent to you after it is paid for.

### **20. What is the best way to clean a chandelier?**

**SAFETY FIRST: SWITCH OFF BEFORE CARRYING OUT ANY WORK ON A CHANDELIER.**

Most chandeliers require only a light dusting with a soft or microfiber cloth. Cleaning the shades and porcelain ornaments is important too, since they diffuse the light; dust and polish the bulbs with that soft cloth before dusting the chandelier itself, and then wash the shades and tiers in warm, soapy water. For non-porcelain components such as metal, leather, marble, use only dry soft cloth (do not use chemicals).

### **21. How to install a chandelier?**

Please follow the installation guides for unpacking and installation. But when taking chandeliers out of the box, in most of the cases, take it from the middle part (not from the arms). Take special attention during the unpacking process. Most of the breakages are produced when the piece is taken out of the box. Please follow unpacking instructions.

### **22. What is the estimated lifespan of my lamp?**

The components of our lamps comply with strict standards of quality and we guarantee a long use life for all our lamps. However, some elements age naturally quicker than others.

### **23. Are Lladro designs registered?**

All Lladro® designs are duly registered, included lamps, chandeliers, wall lights, under the IP office, which implies the possibility of legal defense against potential counterfits (possible cases of falsification).

### **24. What materials are the lamps and chandeliers made of?**

All Lladro lighting fixtures, table lamps, wall lamps, our spectacular chandeliers, floor lamps and wireless use porcelain elements. Depending on the design of the collection, they will include other material as metal, marble, leather, glass, ...

The chandeliers of Re-Cyclos (Niagara and Magic Forest) on top of porcelain fairies or leaves respectively, have a wood canopy, and internal structure to fix it to the ceiling, fiber optic electrical system. Belle de Nuit, Ivy&Seed, Winter Palace have metal structures but the rest, even canopies are in porcelain. Nightbloom metal is aluminum. Ice cream accent is to mix leather with porcelain. Blossom floor lamp base is made of marble. Bouquet and Jungle wall lights have a metal plate frame. For more information on a specific model, please contact Lladro Lighting department.

### **25. What does it mean that a lamp is decorated with golden luster?**

The golden luster finish in our lamps means that some parts of the porcelain pieces have been hand-decorated with enamels which incorporate a certain percentage of gold in their composition. This is more expensive than other finishes not only for the type of enamels used but also because it requires a double firing in the kiln to achieve the desired golden effect.

### **26. What is the approximate delivery time for standard products after confirming the order?**

Wireless models are mostly in stock.

Standard models, models as shown in the catalogue with an SKU, are made-to-order: their production time from formal confirmation is 5-6 weeks.

However, the company has a permanent stock of the more common components to ensure a quick response time for our customers.

Standard customizations are versions of different dimensions (height and-or diameter, number of lights, special finishes...) which provide a straightforward way to adapt our models to customer's needs; to produce them would take 6-8 weeks.

Shipping time will depend on the type of transport used and on the destination address for the piece.

### **27. Are the lighting products marked in any special way to identify them as original Lladró lamps?**

Like all other Lladró creations, the lamps are perfectly well identified. The placement and the support of the logo vary from one model to the next, depending on whether the base of the lamp is porcelain or wooden or whether they are tabletop, wall or ceiling lamps.

### **28. Can I customize the colors and size of the lamp?**

In general, it is possible to make changes of colors and sizes in any non-porcelain component, in other words, wooden elements, metallic structures and textile lampshades.

All changes and possible customizations will be first validated commercially and artistically, to decide on the feasibility of the commercial operation and to get the go-ahead from the creative department on the aesthetic viability of the proposed customization.

### **29. How can we request a custom piece?**

You can send us your customer's request, and our creative department would make a proposal for you; and also our costing department.

For some collections as Belle de Nuit, Ivy & Seed and Winter Palace we can offer you proposals of standard customizations, different diameters and heights alternatives; we do not keep stock of those models, but we can produce them easily as they have been already tested.

### **30. Is it possible to customize any model?**

Our company policy is to support customers to adapt products for their projects.

And our in-house design can give a wide variety of possibilities of colors, different dimensions from standard, ...

In case of a possible project, we welcome you to contact Lladró sales team, so we can work with you the development of our designs according to your project's requirement.

Exceptions: Designers' collections.

### **31. What is the increase in price for a customized chandelier?**

It is not possible to estimate an average percentage increase as the modifications may range from minor adjustments to major changes. However, validating options is an easy process and we can quickly confirm viability and costs.

### **32. Can I install a lamp outdoors?**

Our lamps fulfill all the existing standards for installation indoors. There are IP20 and only have been installed on dry zones. The guarantee does not cover issues with the lamps installed on other zones.

### **33. How can I know if a chandelier gives enough light for a room?**

Lladró lighting is designed and produced as a decorative lighting.

We do not provide photometric calculations, because our chandeliers mostly come with no bulbs included which is a choice of the customer.

We give technical information on the bulbs you may use, but if enough or not must be decided by a Lighting designer and depends on how big the room is, natural light, use of the room.

Our models provide mood light, decorative light, which usually can be complemented with technical lights.

### **34. Who should install our lamp?**

The majority of our lamps are easy to assemble and install by anyone with a minimum of experience in DIY by just following the instructions and using standard tools.



However, we would always recommend using the services of a qualified professional in order to guarantee the strict fulfillment of electrical standards and the resistance of mechanical loads in the case of heavier pieces.

**35. Does the packaging include instructions on how to unpack the lamp and to install it correctly?**

All luminaires come with instructions. In the event of any doubt, you can always consult the Lladró Lighting team who will be delighted to answer you any questions you may have.

In the cases where the packaging requires it, there will be also simple instructions on how to unpack it. Please bear in mind that some lamps, due to the size or complexity, require special packaging to guarantee that they arrive in perfect conditions to the final destination.

**36. The Niagara chandelier, how many types of fairies has? In case that we like the concept but we do not like the fairies, can we use another porcelain?**

Niagara has four different types of fairies which are available in two finishes: matt white porcelain, or with gold luster decoration. The alternative design with the same concept is Magic Forest, which has three types of different leaves, only available as standard in matt white porcelain.

**36. How can I replace the lights in Nightbloom?**

The Nightbloom models have integrated LED, this light source only replaceable by manufacturer or qualified personnel. This type of source are more reliable as conventional bulbs, so don't should be failed usually.

**37. Is possible to order different dimensions or other finishes for Mokuren?**

As Mokuren is a designer collection, we can not produce different versions than the standard for Mokuren collection.

**38. Can the led lightpoint of Mokuren be replaced?**

Yes, it could be replaced easily, though it is rare that this led fails. It can be changed with a 'fast connector' (you can request for instructions).

**39. What happens if a petal of Nightbloom is broken?**

There are two models of petals by each size. So we would need to learn which petal (by sending us a picture) and for which SKU, and the replacement would come with the metal piece included, and we would send you instructions how to replace it.

**40. If the flower shades of Mokuren are broken, can they be changed?**

Yes, they are screwed in the structure, so they are easily replaceable.

**41. Can Softblown colours or dimensions be customized?**

No, we can not accept to modify the designs by Nichetto studio since it is a design collection. There are already three finishes available both in table lamp (AIRBLOOM) and chandeliers (AFLOAT) with specific colour combinations and dimensions.

**42. do Afloat and Airbloom come assembled?**

Yes, both Softblown models come assembled, except for the porcelain shade.

**43. are the Softblown porcelain components matt or glazed?**

The colour pieces are glazed, except the upper part of the arms of the chandelier. And the shades are matt translucent. This is a standard which can not be changed since it is approved by Nichetto studio.

**44. are Afloat and Airbloom dimmable?**

Regarding Afloat please check FAQ nr 11 as it could be following those instructions.



And regarding Airbloom the CE/UK standard sku are dimmable with a push-button dimmer included in the switch; BUT as we do not include the bulb, you must purchase a dimmable bulb according our recommendations and specs on the data sheet.

The other Airbloom sku for US, JP, CCC are not dimmable for the other sku.

**45. how does Hedgehog work?**

There are two models: a smaller which is wireless and works with a led integrated kit, and a bigger electrical one with a push-button in the nose (Lladró logo), only on-off (not dimmable).