



FAQ

Frequently Asked Questions

All you need to know about Twilight Star Ceilings.

Panel FAQ'S

Why use acoustical panels?

Twilight uses an acoustic panel as a platform for its star ceiling in order to treat the commonly untreated first reflection surface, the ceiling. Twilight Panels treats both sound and light reflection points. Fine acoustical panels absorb sound in order to control and enhance acoustic quality in any environment.

What panel sizes are available?

Surface mount panels are available in 24" x 24", 30" x 30", 48" x 48", and 24" x 48". Custom sizes are available as well. Twilight's drop-in panels are sized to fit standard 2x2, 2x4, and 4x4 grids.

Do you have Triangle and Radius panels?

Yes, both triangle and radius panels are available in 24", 30" and 48" configurations.

Do you offer panels without stars?

All of our models are available without stars.

What are the acoustic properties of the Diffuser/Absorber?

Our diffuser/absorber is a hybrid panel that provides excellent absorption for lower frequencies, while reflecting and diffusing the mid and high frequencies. The result is a more balanced acoustics in a space.

What is the life span of the LED in the Twilight Panel?

Our star engine is rated to last 50,000+ hrs. In terms of years, if Twilight panels were on for 8 hrs a day, every day, they would last for more than 17 years!

What is an LED?

A Light Emitting Diode that illuminates by transforming electrons to photons (electricity to light) for

ultra-long life, thus more cost-effective than a traditional filament lamp. Lighting has entered into the digital age. All LEDs are semi conductor based.

What are Twilight Panels?

Twilight Panels are more than just a star panel. They offer many layers of benefits that we believe make Twilight a DEAL! First and foremost, it's a Star Ceiling, so it looks really cool. Second: it's an Acoustic Panel. It addresses the first reflective surface, the ceiling, which commonly doesn't get addressed. Third: it is wrapped in a premium fabric. It not only looks great, day and night, but also doesn't reflect the light from the screen. Forth: simple installation. When compared to a traditional star ceiling system, Twilight is a cinch to install, and eliminates days of labor without the hassle. Fifth: Twilight is virtually maintenance free. Because Twilight utilizes an all-digital technology, there are NO MOVING PARTS to break. We then combine that with an LED that is rated for 50,000 Hours, resulting in almost zero maintenance for years. A traditional illuminator is loud, requires ventilation, use's an annoying and repetitive twinkle wheel, and you have to change a bulb every year or so. The IMP-5000 LED illuminator is silent, generates almost no heat, and includes a completely random twinkle for the most realistic starry night effect in the industry.

How many stars per panel?

Each Twilight Panel utilizes a single LED per panel. The stars you see are actually the end points of the fiber optics. A 24"x24" has 16 stars; a 30"x30" has 32 Stars (highest density); and a 48"x48" has 50 stars. Need more stars? We can super size (aka Double Punch) for an additional charge.

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What is fiber optics?

Fiber optics can either be glass or plastic. Twilight uses a plastic fiber optic (aka PMMA) that carries light similar to the way a hose carries water. They carry no electricity, only light, so they can be cut during installation in order to accommodate a hole for a down light, outlet, projector mount, vent, or just a custom cut in order to make for that perfect fit.

Are the stars dimmable?

Twilight's stars are not dimmable. In an effort to create a consistent star field, we designed our exclusive star engine with a voltage regulator. This ensures that your first panel will be just as bright as your 130th panel. But don't worry, our effect (twinkle included) is so subtle, the idea of dimming the stars is generally a thing of the past. Twilight Tip: An amazing part of the star ceiling experience is to have the stars on all the time, and when the theater lights are dimmed, the stars magically appear.

Why does Twilight use beveled edges?

In order to eliminate the #1 customer complaint: "I can see the seams!" By having beveled, we create a designed look, while hiding the imperfections in the ceiling. But if necessary, we can provide square edges.

Does Twilight offer a shooting star, constellation, or fireworks? How Much?

Yes we do. Please contact Wiedamark for additional information.

What is the maximum number of panels that can be connected together?

This depends on what size power supply you're using. Our 1 Amp drivers can power up to 30 panels. Our 4 Amp driver can power up to 130 Twilight panels. For larger installations, please contact Impact Lighting Inc. directly.

Can the built in twinkle effect be controlled?

No, but don't worry. Twilight's star engine was engineered with a very subtle and realistic twinkle effect. It mimics the night sky like no other system! Mother Nature wouldn't appreciate it if you messed with her natural twinkle.

Can I mix different size panels?

Yes, you can. Since our panels all utilize the same star engine technology, you don't have to worry whether or not panels are compatible. Each panel uses the same connectors and can be daisy chained without a problem.

Does one panel look better in a certain size room over another?

That is up to you, the designer. The smaller 24" panels will have more seams for a more classic look while the 30" and 48" will have fewer seams. We suggest you measure and see what fits best. And don't worry if it's not a perfect fit to the edges. Our patented design includes a "light shelf" around the perimeter, which allows you to add LED's to give your star field more depth and drama.

Do you offer panels in any other color besides midnight blue and black?

Yes, we do. We can wrap the panels in ANY of the colors from the Anchorage Fabric line. Please keep in mind that an extended lead-time may apply as well a slight up-charge for this option.

Can I have more stars per panel?

Yes, you can. For an additional up-charge, we can double the amount of stars in the panel.

Installation FAQ'S

What do I need to do to pre-wire my ceiling (or wall) for future panels?

A: All of Twilight's products are low voltage and can be easily pre-wire using an approved 18/2 AWG Wire. Run your wire to either the center of the ceiling or the edge of the star field. This wire will carry the low voltage (12v DC) to the first panel. If you plan on installing ThinGlow LED lighting, we suggest you run an additional set of wires to supply power to the LED's. This will allow you to dim/turn off the perimeter lighting, while keeping the star field on. Twilight does offer a 30ft leader cable that can be used to pre-wire.

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How do you install Surface Mount Panels?

A: Twilight's Surface Mount Panels are designed to be mounted to a finished drywall surface. For your first Twilight install, we strongly suggest you purchase as install kit. Once you locate where the first panel is to be mounted, you mark the mounting locations (4 per 24" and 30", 6 per 48") using the awl. Lower the panel and install the EZ Anchors into the now marked drywall. Next, screw in the Rotofast into the installed EZ Anchors, making sure not to over tighten. The Rotofast should spin freely. Next, plug the first panel into the leader cable and check for illumination. Raise the panel back into place and insert the hex tools through the face of the panel. Mate the hex tools with the installed Rotofast and push up on panel. While applying steady pressure, begin rotating each hex tool, distributing equal rotations until the panel is flush with the drywall. Do not over tighten. On the face of the panel, gently scratch the fabric with the tip of the awl to close up the fabric around the tool opening. Repeat until all panels are installed.

How do you modify the panels in the field?

A: Twilight's Panels are designed to be cut. On the back of the panel is a clearly marked "No Cut" zone. This area is where the LED Star Engine is located. Twilight's stars are actually fiber optics and carry no electricity. So if you need to cut a hole, or square, or even an edge, don't worry. You may lose a few stars but as long as you steer clear of the "No Cut" zone you'll be fine.

What is the best place to locate the outlet to power Twilight Panels and ThinGlow LED?

A: We suggest no further that 30 feet from the first panel. Also, if possible, locate the outlet inside an equipment closet. This way if you want to integrate it with your control system, it is easily accessible and near the necessary components.

How do you finish the holes for down lights, air registers, etc.?

A: We suggest no further that 30 feet from the first panel. Also, if possible, locate the outlet inside an equipment closet. This way if you want to integrate it with your control system, it is easily accessible and near the necessary components.

How much time should I expect an installation to take?

The size and complexity of each installation varies. We feel comfortable saying that most installations take less than a day and some no more than half a day