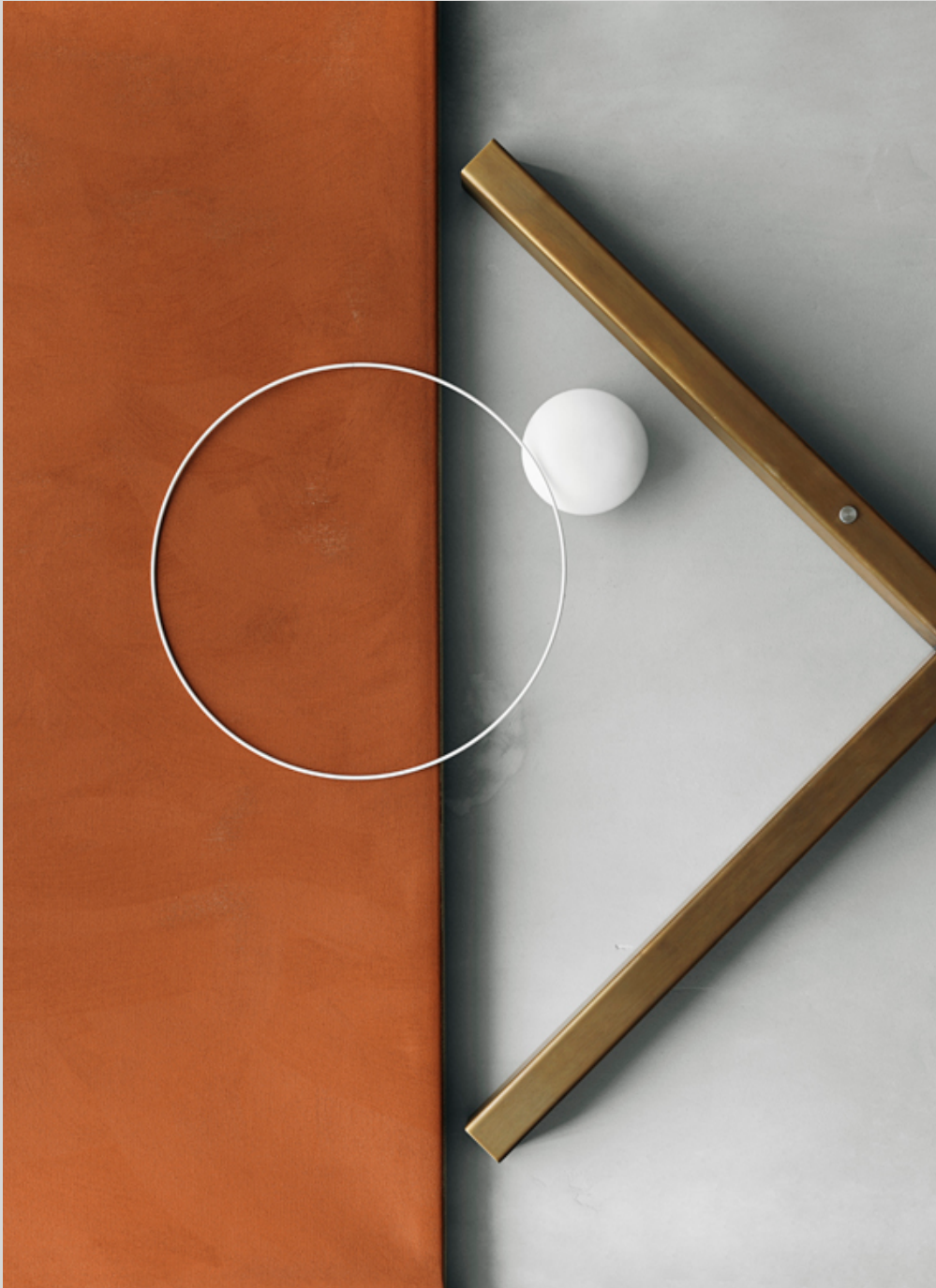


FAQ & Installation Manual

2024



ANOUR 

ANOUR - Valhøjs Allé 180, 2610 Rødovre - Denmark - Corp.reg.no.: DK 44167999
Phone: +45 33 60 70 70 - Mail: contact@anour.dk - Web: www.anour.dk

ANOUR GUIDE

Placing Your Order

Thank you for choosing our products. This section is designed to guide you through the process of placing an order and provide you with answers to some frequently asked questions (FAQs).

If you require further information or assistance at any point, our dedicated team is here to help. Now, let's walk you through the steps to acquire your desired items and address any queries you might have.

Placing an order

Please visit anour.dk to place an order. Orders are subject to payment in full with order. Goods will be ready to ship with a lead time 8-10 weeks. Queries can be sent to contact@anour.dk

Can I return an order?

We take pride in the craftsmanship of all our products. Due to the custom nature of our work, we are unable to accept returns once an order has been shipped. We encourage our customers to review their orders carefully before confirming their purchase.

If you have any questions about our products before ordering, please don't hesitate to reach out to us for assistance.

Warranty Policy

Our products come with a 2 year warranty for Denmark and 1 year warranty for other EU & non-EU countries. The warranty counts from the date of purchase, and covers defects in material and workmanship. For warranty claims, please contact us with proof of purchase and description of the issue.

Dammages & Issues

If your product arrives damaged, please contact us immediately. We request that you report any damages within 5 working days of receiving your order. ANOUR will not be responsible for any repair or replacement of damaged goods reported after this time.

If damage has occurred during shipment, all packaging must be retained and the goods must be signed for either as 'damaged' or 'not checked'. Failure to do so may invalidate any claim.

FOR RECEIVED FAULTY PRODUCTS

Claim Procedure

It's important to report any damages as soon as possible to ensure a swift resolution.

Inspect the Package: As soon as you receive your order, check the packaging for visible damage. If any damage is found, report it immediately to the delivery personnel and make a note of it on your shipping receipt.

Unbox Carefully: Proceed to open the package and examine the contents carefully.

Document and Report: If you discover visible damage to the product itself, take photos to document the condition. Contact us without delay, providing the photos along with your order number.

Our responsibility does not extend to:

Improper Cleaning: Damage resulting from the use of incorrect cleaning solutions or methods.

Customer Installation: Damage caused by improper installation or assembly by the customer or their designated agent.

Environmental Exposure: Damage due to exposure to weather or adverse environmental conditions.

Installation Costs: Any expenses related to the installation, removal, or re-installation of the product.

Repair Work: Costs associated with restoration or repair work on the damaged product.

Important Notice

1. The I-MODEL Cord and DONYA Pendants as Standard are not supplied with a ceiling rosette. Customers can purchase the additional accessory on our website [here](#).
2. Please be aware that our lamps are sold in the US without a power supply included. For the optimal performance of ANOUR lamps, we recommend purchasing the [Switchex system from DiodeLED](#) directly.
3. For shipments outside the European Union (EU), please be aware that local customs duties and VAT will apply. These charges are the responsibility of the recipient and are not included in the purchase price.

ANOUR GUIDE

Technical Questions

Our commitment to quality ensures that we use only the best materials for our products. In this guide, you will find valuable information on the materials used in our products, along with detailed instructions for care & maintenance. Proper upkeep is essential to prolong the life and preserve the appearance of your lamps.

Understanding & Caring for Natural Materials

ANOUR finishes are crafted in our workshop in Denmark by skilled artisans. Our raw materials: copper, brass, steel — possess innate character and a natural aging process. **Due to the handcrafted nature of our products, each piece is unique and may vary in finish.**

Brushed Brass & Copper: For regular cleaning, the product should only be cleaned with a dry soft cloth. You can also apply a polishing cream ©BRASSO with a dry soft cloth to remove light patination.

Polished Brass & Copper: The product should only be treated with a polishing cream made for the specific material. We recommend ©BRASSO

Browned Brass & Copper: The product should only be cleaned with a dry soft cloth. Only if required, a thin coat of acid free natural oil can be applied on the surface and wiped afterwards with a clean soft cloth.

Brushed Stainless Steel: The product can be cleaned with stainless steel cleaner and a cloth. Dry the lamp with a microfibre cloth after cleaning.

Polished Stainless Steel: The product should be cleaned with a dry soft microfibre cloth. For repolishing, please use stainless steel polishing cream with a dry soft cloth.

Rusted Steel & Oxidised Copper: For regular cleaning, the product should only be cleaned with a feather duster.

Dark Opal, Marble & Black Stainless Steel: For regular cleaning, the product should only be cleaned with a dry soft cloth.



BRUSHED BRASS



PATINATION



BRUSHED COPPER



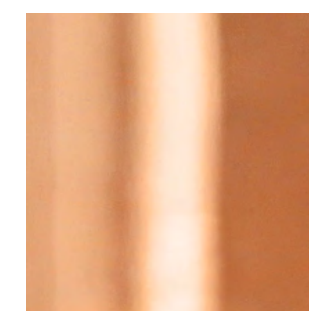
PATINATION



POLISHED BRASS



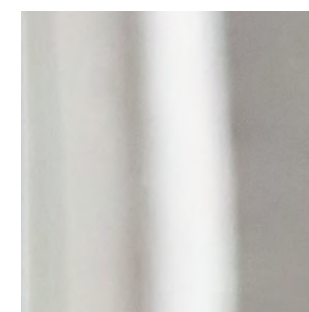
PATINATION



POLISHED COPPER



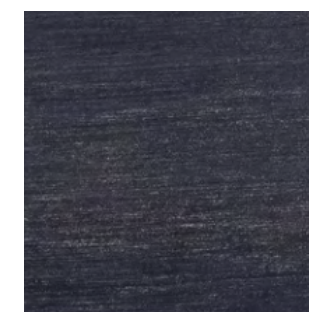
PATINATION



POLISHED STAINLESS STEEL



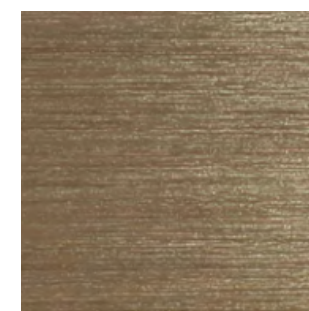
BRUSHED STAINLESS STEEL



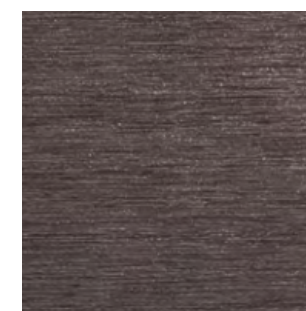
BLACK STAINLESS STEEL



CARRARA MARBLE



BROWNED BRASS



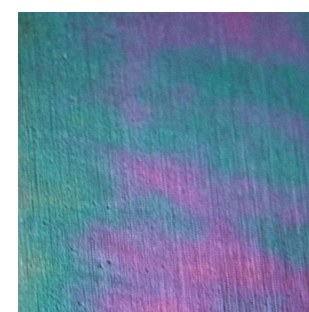
BROWNED COPPER



OXIDISED COPPER



RUSTED STEEL



DARK OPAL CHROME

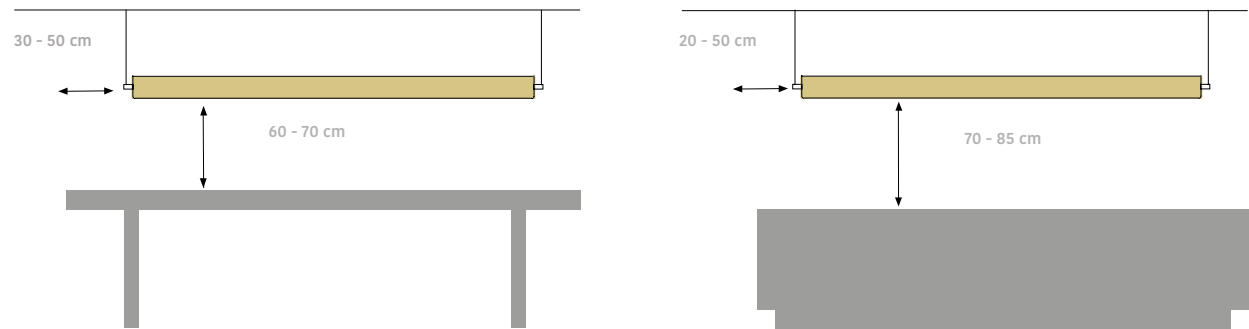
Important Notice

Please be cautious with liquids around the touch dimmer and cable insulation areas. For more information, consult the [Care & Maintenance Guide](#) or reach out at contact@anour.dk.

Installation Specifications

Everything you need for a seamless installation is right at your fingertips. This section provides clear guidance on the optimal hanging height for your pendant lamp, ensuring perfect placement for both style and function as well as chapter on Cord Colours.

Optimal height for hanging a pendant lamp?



Above The Table

It's advisable to maintain a gap of 60 to 70cm from the tabletop to the lowest part of the pendant. Additionally, aim for a 30 to 50cm clearance from the outer edge of the table to the corresponding edge of the lamp.

Above The Kitchen Island

Here a slightly greater height is preferable. We suggest a distance of 70 to 85cm between the island's countertop and the pendant's lower edge to provide adequate space for usability and aesthetics.

I-MODEL Cord Colour Options

The suspension wire of I-MODEL Cord comes as standard in steel, and while the lamp's textile cord comes in a variety of colors, our default colour combinations - specified below will be provided unless chosen otherwise.

Default Combinations

- | | |
|-------------------------------------|--------------------------------------|
| Brushed Brass - Grey Cord | Polished Stainless Steel - Grey Cord |
| Polished Brass - Grey Cord | Oxidised Copper - Grey Cord |
| Browned Brass - Brown Cord | Brushed Copper - Copper Cord |
| Rusted Steel - Brown Cord | Polished Copper - Copper Cord |
| Black Stainless Steel - Black Cord | Browned Copper - Brown Cord |
| Brushed Stainless Steel - Grey Cord | |

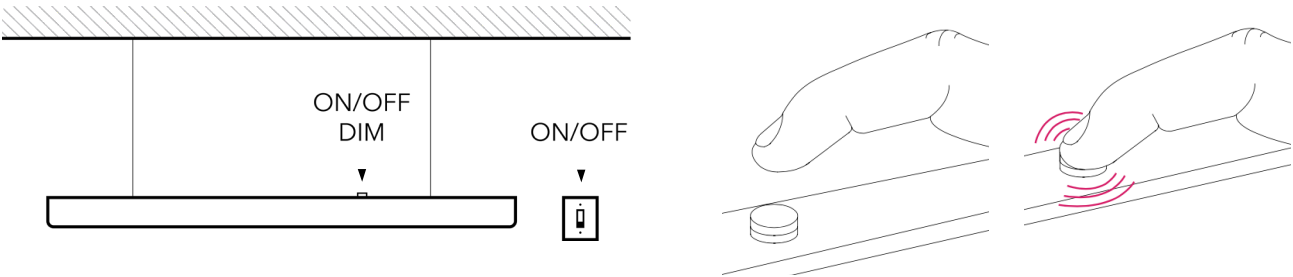
Important Notice

If you require a cord longer than the standard 3-meter length provided, or prefer a different colour cord combination, you can purchase it with additional charge at anour.dk.



Dimming Controls

How to use the touch dimmer button?



To turn the light on, simply tap the button once. Tap once more to turn it off. For maximum or minimum brightness, double-tap the button. To adjust the brightness to your preferred level, press and hold your finger on the button to dim the light.

Troubleshooting: If the button is unresponsive, please turn off the main power for 30 seconds before attempting to use it again.

Due to the sensitive nature of the touch button, it may occasionally experience interference from other electrical devices, such as a stove with integrated ventilation. If such appliances are near the lamp or share the same electrical circuit, an external dimming system may be preferable.

Touch Dimmer On The Lamp

The following ANOUR products are equipped with a touch dimmer button located on the lamp body as a standard feature. If another dimming is selected, the button will be not functional.

I-MODEL Cord
I-MODEL Cordless
I-MODEL Wall Mount

T-MODEL
F-MODEL
X-MODEL
Y-MODEL

External Dimming Options

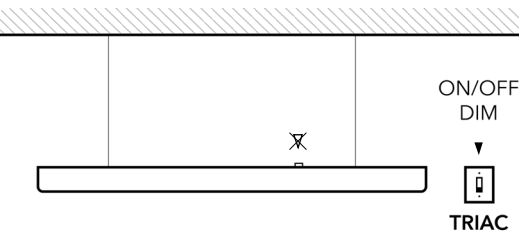
ANOUR lamps support various external dimming systems, which are available for an additional fee. If you wish to include any of the options listed below, please specify your choice in your purchase order.

In this guide you will find a detailed comparison of the different types of dimming controls to assist you in selecting the option that best fits your needs. Please be aware that choosing one of these options will deactivate the touch button. **We strongly recommend consulting with an electrician before placing your order.**

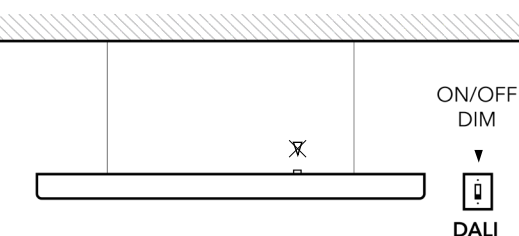
Always use one of the following dimming options:

- TRIAC
- CASAMBI
- DALI
- PUSH-DIM
- 1-10 Volt Dimming

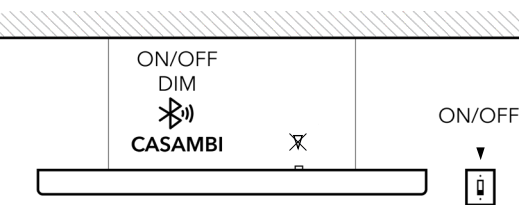
TRIAC Dimming



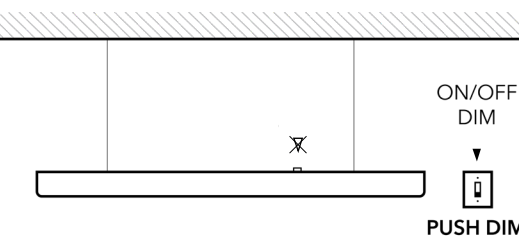
DALI Dimming



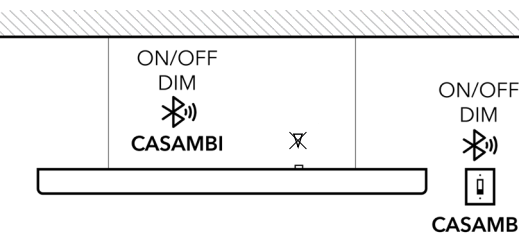
CASAMBI Dimming



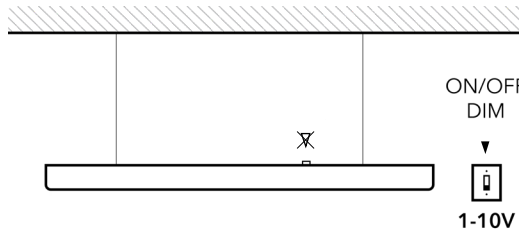
PUSH-DIM



CASAMBI Dimming + Wall Switch Control

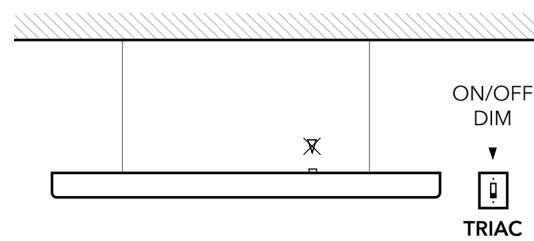


1-10 Volt Dimming



TRIAC Dimming

MOST POPULAR



IDEAL FOR: Our top recommendation, this dimming is widely acclaimed for its smooth integration with pre-existing lighting systems in both residential and commercial settings, ensuring a familiar and straightforward light adjustment.

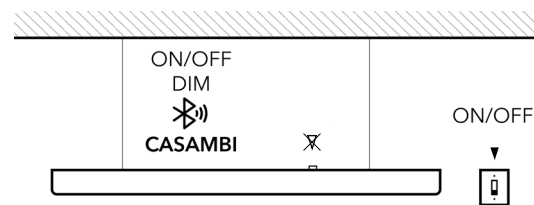
TRIAC, also known as Phase-cut dimming, is a prevalent method of dimming that allows for straightforward adjustment of light intensity, similar to traditional incandescent bulbs. By varying the voltage supplied to the lamp, TRIAC dimming allows for smooth control of light intensity, from bright to soft lighting, making it an ideal choice for creating a range of ambiances in both home and commercial environments.

While the 230V wall dimmer is not included, our lamps have been tested and are compatible with the widely used Danish LK FUGA slider dimmer.

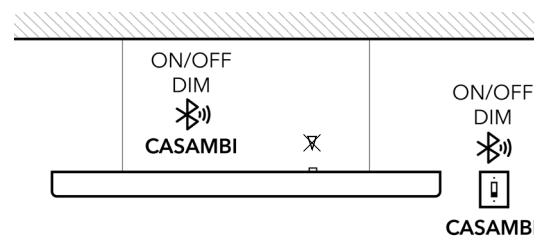
*Since we cannot test every dimmer on the market, there is small chance that some may not work perfectly with the supplied driver.

Casambi Dimming

MOST POPULAR



CASAMBI Dimming



CASAMBI + Wall Switch Control

IDEAL FOR: The most popular choice for residential and commercial spaces seeking simple, on-the-go lighting management via a mobile app or traditional wall switch.

Casambi is a lighting control solution that utilizes Bluetooth Low Energy (BLE) technology to offer wireless control of lighting systems. It is designed to be user-friendly, allowing users to manage their lights with ease through an intuitive app on smartphones, tablets, or even smartwatches. With Casambi, you can adjust brightness, color temperature, and even create dynamic lighting scenes. It's also scalable, suitable for both small and large installations, from single rooms to entire buildings. The system is known for its ease of installation and does not require extensive wiring or dedicated control hardware.

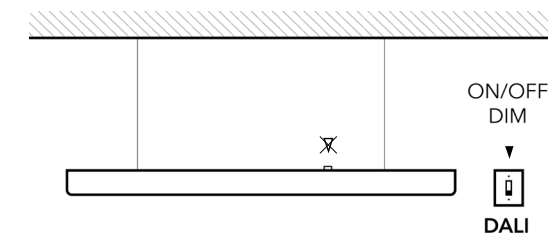
It offers various controller options, enabling flexible and customizable lighting experiences without complex wiring.

Wireless Control options:

- **Mobile App**
- **Wall Switch (Additional Fee)**

*The wall switch comes pre-programmed for immediate use after installation. For custom controls, please use the Casambi App.

DALI Dimming

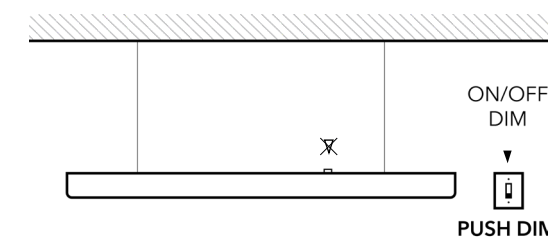


IDEAL FOR: Offices and businesses where precise and flexible lighting dimming control is needed.

DALI (Digital Addressable Lighting Interface) is a user-friendly lighting control system that enables individual or group control of lights, allowing for precise dimming and customization of your lighting space.

With DALI, you can adjust the intensity and set scenes for different times of day. The system's interoperability, governed by the IEC 62386 specification and marked by the DALI logo, ensures it works seamlessly with ANOUR lamps, offering a reliable and flexible dimming solution.

PUSH-DIM (Switch Dimming, Analogue)



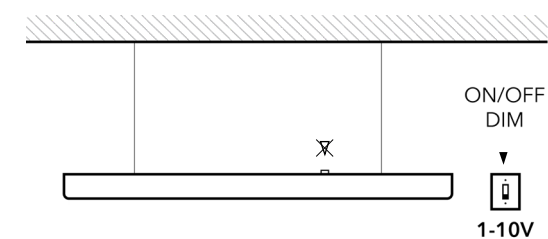
IDEAL FOR: Spaces where simple, user-friendly light dimming with minimal installation is needed.

PUSH-DIM is a simple and straightforward dimming solution for adjusting the brightness of your lights, operating by using the existing mains voltage and a standard push-button, thus eliminating the need for specialized dimming controllers.

Tap to toggle on/off and hold to dim. Please notice that it is a one-way system without feedback and doesn't integrate with building controls; group control requires direct wiring.

*To install this option, the power outlet must have a constant 230V phase for the driver, a 230V phase from the wall switch for push line control, and a neutral connection to the driver.

1-10 Volt Dimming



IDEAL FOR: Commercial settings that require smooth and straightforward light level adjustments.

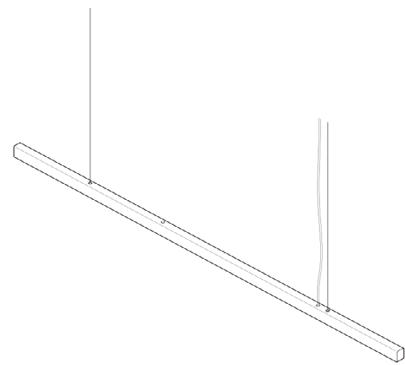
The 1-10 Volt Dimming system allows for smooth adjustment of light intensity from approximately 1-10% up to full 100% brightness. It operates by sending an analog signal through a two-wire control line, with attention to correct polarity. These control wires have positive and negative polarities respectively and that must be kept in mind when wiring up the system.

At 1V, or when short-circuited, the lights dim to their lowest level, whereas at 10V, or an open circuit, they shine at their brightest.

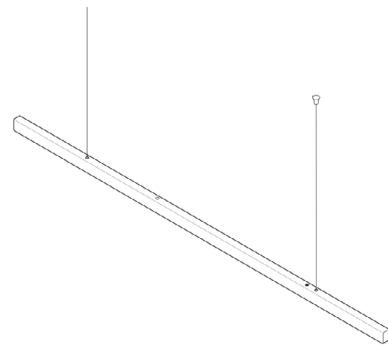
ANOUR GUIDE

Installation Manuals

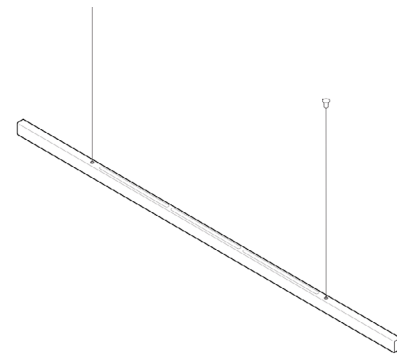
Click on the product name to access its corresponding installation manual.



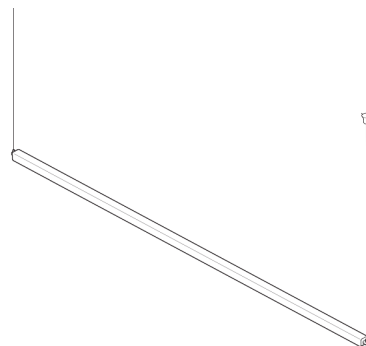
I-MODEL Cord



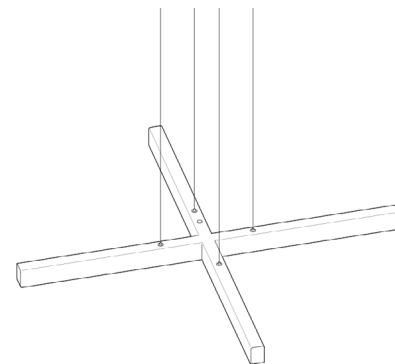
I-MODEL Cordless



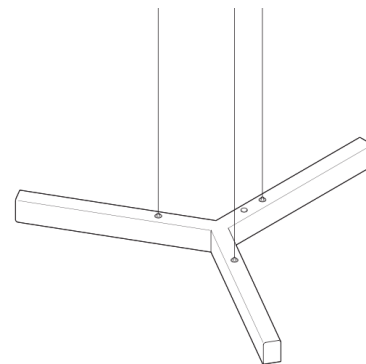
I-MODEL Aura



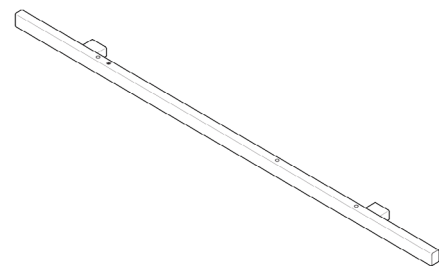
G-MODEL



X-MODEL



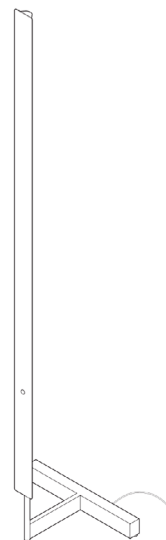
Y-MODEL



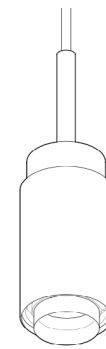
I-MODEL Wall Mount



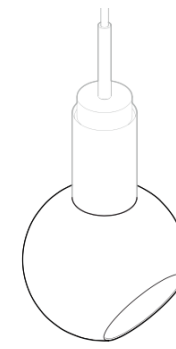
DIVAR



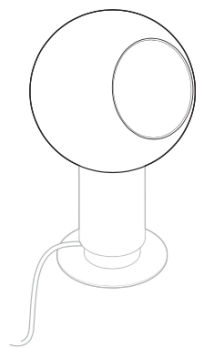
F-MODEL



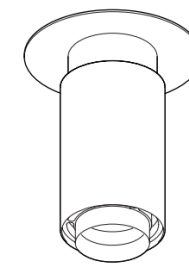
DONYA Pendant



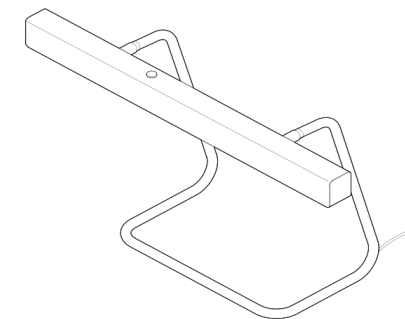
DONYA SPHERE
Pendant



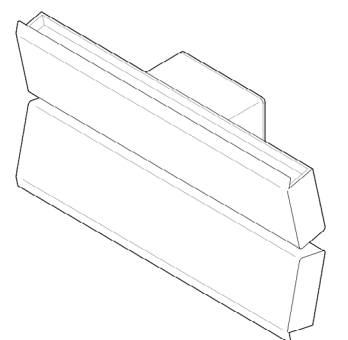
DONYA SPHERE
Wall / Table



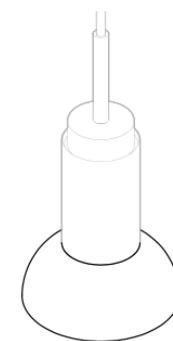
DONYA Ceiling Spot



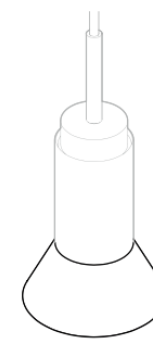
T-MODEL



PAPILO
Single / Double



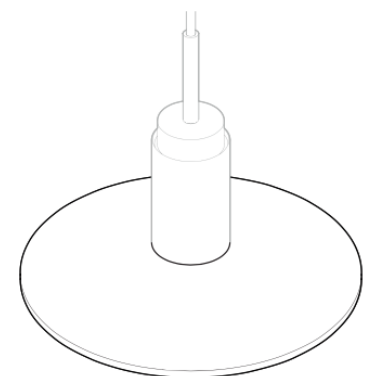
Moon



Trapeze



Cylinder



Solar

DONYA ONYX