FRITZ HANSEN



ONELINE™

FAQ SHEET

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The award-winning Oneline™ pendant by Kasper Friis Kjeldgaard looks to the pure forms of Poul Kjærholm's iconic furniture designs. Anything but ordinary, the refined pendant is encased in reflective metal – offered in three beautiful finishes: stainless steel, brushed brass and steel with black PVD coating.

What is the difference between Oneline DALI and Oneline Zigbee?

The difference lies in how they can be dimmed.

As the name suggests, Oneline DALI can be dimmed using a DALI system, while Oneline Zigbee allows wireless dimming through a Zigbee-compatible system.

Both versions also support dimming via a wall switch configured as a "push switch."
For more details, please contact your electrician.

Do I need to replace the driver if I swap a faulty Oneline DALI with a Zigbee version?
That depends on what part is broken. Usually, it's either the driver or the lamp itself (the tube) that is defective.

Start by replacing the tube. If the lamp works afterwards, the issue was just the tube. If it doesn't, you'll need to replace the entire unit – including the driver and wiring – to ensure the new Zigbee version works properly.

Is wireless dimming built into the Oneline Zigbee?
Yes, the Oneline Zigbee comes with a built-in Zigbee-compatible driver, allowing you to control and dim the light wirelessly. It works directly with Zigbee-compatible systems such as Philips Hue or IKEA Dirigera.

Can I use my Oneline without a dimmer?
Yes, you can absolutely use the Oneline without any dimming equipment if you simply want to turn the light on and off.

However, please note that it is not compatible with traditional, old-fashioned rotary or slide dimmers.

My house has a Dali system; can I use the Oneline Zigbee?
Yes, but the Zigbee driver is not compatible with a DALI system. This means you won't be able to dim the Zigbee unit using your existing DALI setup.

Which dimming function should be used with Oneline Zigbee?
Oneline Zigbee requires a Zigbee-compatible system for dimming. You can use dimming platforms such as Philips Hue, IKEA Dirigera, or any other system that supports the Zigbee standard.

Can Oneline Zigbee be used both in private homes and office environments?
Yes, Oneline Zigbee is suitable for both private residences and professional settings such as offices.

However, it's always recommended to consult a specialist who can assess the specific installation and ensure the solution meets your needs.

I'm having trouble mounting my Oneline – which instructions should I follow, and where can I find them?
When you receive your Oneline, a detailed manual is included in the box – along with a template to make installation and measuring easier.

In addition, there's an installation video available on fritzhansen.com. Make sure to download the video, as the website preview does not show the full version.

Do you recommend having an electrician install the Oneline Zigbee?
Yes, we always recommend that a certified electrician handles the installation of our lamps – including the Oneline Zigbee. This ensures proper mounting and full compliance with current safety regulations.

There's no light in my new Oneline Zigbee – what should I do?
If your lamp is new and has just been installed, try the following steps:

1. **Check the wiring –** Make sure the wires are not touching each other.
2. **Verify the power supply –** Ensure that the power to the lamp is turned on.
3. **Flip the tube –** Remove the tube, rotate it, and reattach it so the connection is made at the opposite end. The lamp is polarity-sensitive, and if the tube is inserted the wrong way, it won't light up.

If the problem persists, we recommend contacting an electrician or dealer for further assistance.

My Oneline has started flickering – what could be the reason? Flickering light is often caused by a loose connection. Try the following:

- Check the thumb screws at the ends of the tube – make sure they are tightened securely.
- Gently wiggle the screw at the end while the lamp is on.
- If the light continues to flicker even when the screw is tight, there may be a loose connection inside the lamp itself. In that case, contact your retailer to file a warranty claim.



My Oneline Zigbee has worked fine for 5 months, but now the light is dim and weak – and I haven't connected a dimmer. What should I do?
We recommend that you contact the retailer where you purchased the lamp – or a nearby authorized Fritz Hansen dealer. Be sure to bring your receipt and a brief description of the issue to help speed up the support or replacement process.

Why aren't screws included for mounting the Oneline?
Because ceilings can be made of different materials – such as concrete, plaster, or wood – they require different types of screws and wall plugs to ensure proper and secure installation.

That's why screws are not included, as the appropriate type depends on your specific ceiling. We recommend consulting a building professional or electrician to choose the right fittings and screws for your setup.

I'm installing 3 Oneline lamps – can I use just one driver if they're mounted as a single long fixture?
No, each Oneline lamp requires its own driver – even if they are installed in a continuous line to form a single unit. This is due to the lamp's design and the wire connections, which require an individual power supply for each unit.

I have three Oneline DALI lamps installed together, and the middle one has started to "lose light." Can I install an Oneline Zigbee in the middle?
If you only need to replace the tube, you can absolutely use the tube from an Oneline Zigbee – the tubes are identical across models. The difference lies solely in **the driver**.

However, if you're also replacing the driver, be aware that **the Zigbee driver is not compatible with a DALI system**. This means you won't be able to dim the Zigbee unit using your existing DALI setup.

There are spots on my brass Oneline, and it's brand new. Can I use Brasso to polish it?
Yes, you can use Brasso or another suitable brass polish. The brass Oneline is made from untreated brass, which will naturally develop a patina over time – this is part of the material's character.

If you prefer a cleaner finish, you can carefully disconnect the tube from the wires and polish the lamp. We also recommend referring to our general care guide for surface maintenance to ensure the best results and proper treatment, you can find it **here**

What spare parts are available for the Oneline?
We offer the Zigbee driver as a spare part, and it can be purchased directly through our website.

Unfortunately, we are not able to offer wires or the tube itself as spare parts. If you need assistance with repair or replacement, we recommend contacting your retailer for advice and support.

Where can I buy spare parts for the Oneline?
Spare parts for the Oneline can be purchased directly from fritzhansen.com or by contacting one of our authorized dealers.

In which country is the Oneline manufactured?
The lamp is manufactured in China.