



LightTape® Customer Ordering Guide: How to Specify and Order Your Backlighting System

Welcome! This guide is designed for customers new to LightTape® and outlines the process of ordering a backlighting system for countertops, islands, bathroom vanities, or any translucent stone application.

Step 1: Confirm Stone Compatibility

- LightTape® is ideal for highly translucent stones.
- Semi-translucent or opaque materials will not deliver the same illumination quality.
- We recommend ordering a LightTape sample to test with your specific stone to ensure the desired lighting effect.

Step 2: Provide Project Measurements

To generate an accurate quote and layout, please provide:

- Overall dimensions of each backlit surface
- Locations and setback measurements of any cutouts (sink, faucet, cooktop, outlets, etc.), measured from the edges of the plywood substrate.

Step 3: Prepare Surface Details

- LightTape should be installed on a plywood substrate that is 1/2" to 3/4" thick.
- This substrate is always smaller than the stone top and may be inset into the cabinetry or mitered.
- A 3-5mm foam flooring underlayment should be applied over the substrate and under the LightTape to absorb vibrations and accommodate any air gaps.

Step 4: We Handle the Layout and Power Planning

- Once we receive your measurements, our team will design a custom LightTape layout for your project.
- We will select the appropriate panel widths (available in: 0.5", 1", 2", 4", 6", 12", 18", and 24") based on your design.
- LightTape panels are designed to be butted together seamlessly to avoid light breaks.
- We will calculate the total illuminated area and choose the correct drivers for the system.
- For example, a DMX4000 driver powers up to 4,000 square inches.

Step 5: Final Layout & Order Submission

- You will receive a finalized panel layout plan including:
 - Panel sizes and locations
 - Connector locations (always centered on the narrow side of each panel)
 - Which panel connects to which driver
- Once approved, we will proceed with production and shipment.

Step 6: Installation Tips

- Connectors feature a 4" ribbon tab that folds behind the panel
- The connector tab is fed through a hole in the plywood for a clean, hidden connection

Need Help?

We're here to support you at every stage. For samples, design assistance, or custom quotes, contact the LightTape® team today. thelighttapeteam@lighttape.com or call us at (804)-355-1692 during normal business hours.