

## Frequently asked questions

### **Will the bending radius of the cable be maintained in Syncbox?**

This all depends on the type of cables being installed & the manufactures guidelines. The minimum bending radius will change accordingly, but generally, 4 x the cable diameter. Termination space within Syncbox is a generous 40mm, like all data communication installations only poor workmanship will affect the minimum bending radius of cables.

### **Can I have two power modules in one Syncbox?**

Yes. But please be aware due the nature of some plug tops, a replacement moulded plug lead or re-wireable plug top may have to be used. This only applies if using two power modules.

### **Do I require a special plug top?**

Modern televisions are supplied with a moulded plug top. These often have a substantial piece of plastic at the base of the plug which is designed for cable strain. Using a standard upright socket would result in the plug not being able to fit. Therefore, we designed an angled power socket which enables the plug to be located at a 45-degree angle with ease. There is also no compromise with the available space next to the power socket for AV connections. All power and AV cables fit with ease and are totally recessed within.

### **If I'm using STP cable, do I need metal cased keystone jacks?**

Without getting too technical, yes you can use shielded jacks and we can source them for you. But this is not required and is a common misunderstanding when using STP cable. You should only ground the one end of the "drain wire" at the patch panel end, if you connect both ends you could create a "ground loop" and can potentially introduce interference.

### **What termination tool do I use, Krone tool or 110 punch down?**

Krone tools are historically used for telecommunication systems, but can be used for some data outlets, however to terminate properly into keystone jacks you will require a 110 punch down tool.

### **How many HDMI cables can I fit down a conduit?**

We have done all the testing for you, check out the results:

- 20mm Round Conduit – No HDMI Cables

- 20mm Oval Conduit – 1 HDMI Cable
- 20mm Flexible Conduit – No HDMI Cables
- 25mm Round Conduit – 3 HDMI Cables
- 25mm Oval Conduit – 2 HDMI Cables
- 25mm Flexible Conduit – 3 HDMI Cables

### **How deep is the installation box?**

The installation box is based around the depth of a standard US J box. The back box is 78 mm deep. Apart from the depth it is a complete mirror image of a standard UK Double installation electrical box.

### **Can I combine power & AV in one Syncbox?**

Yes, according to IET Wiring Regulations (BS 7671:2008+A3:2015), included in Syncbox are dividers for Band I & Band II. The regulations define that once a “divider” (which comes fitted) is in place within the Syncbox installation box, the installation box is treated as two separate boxes and therefore all regulations are conformed to.

### **What is the depth of the cover plate, once installed in the wall?**

10mm

### **Proximity to communications cables?**

According to IET Wiring Regulations (BS 7671:2008+A3:2015). 50mm separation or separate compartment.

### **What's the depth behind the modules?**

Once the modules are installed, it's the same as using a standard 35mm deep UK double back box behind. (It's actually deeper, 40mm)

### **What's the internal recessed depth within Syncbox?**

From the front of the modules installed in Sync-box to the back of the cover plate once fitted 40mm.

### **Cat5e v Cat6 v Cat6a v Cat7 v Cat7a?**

Cat5e supports speeds up to a Gigabit Ethernet (1,000Mb/s) (100 MHz)

Cat6 supports speeds up to 10 Gigabit Ethernet and can be achieved with distance

of 37-55 meters or less depending on the grade of the cable and quality of installation. (10,000Mb/s) (250 MHz)  
Cat6A supports speeds up to 10 Gigabit Ethernet with distance up to 100 meters (10,000 Mb/s)(500 MHz)  
Cat7 support speeds up to 10 Gigabit Ethernet with distance up to 100 meters (10,000 Mb/s)(600 Mhz)  
Cat7A support speeds up to 10 Gigabit Ethernet with distance up to 100 meters (10,000 Mb/s)(1000 Mhz)

## **BS Standards?**

- Angled Power module – Conforms and Manufactured to BS 1363-2
- German Power module – Conforms and Manufactured to IEC 60884 + EU Deviances
- French Power module – Conforms and Manufactured to IEC 60884
- TV and Soundbar Power Lead – Conforms and Manufactured to BS 1363-1
- Installation Box Conforms and Manufactured to BS EN 60670-1
- Syncbox – Conforms to BS 7671

## **Can I mount a TV socket higher than 1200mm from FFL?**

According to IET Wiring Regulations (BS 7671:2008+A3:2015) a wall mounted TV is classed under a “fixed appliance” therefore Part M allows for the socket to be above 1200mm.

## **Do I need to provide a local means of switching for the socket outlet?**

According to IET Wiring Regulations (BS 7671:2008+A3:2015) only appliances that contain a heating element or motor need local means of isolation, a standard socket outlet powering AV/TV equipment does not need a localised switch.

## **Party Wall Installation?**

IET Guide to Building Regulations 2.3.3 states where the cable is concealed in a wall or partition at a depth of less than 50mm and the accessory cannot be determined from the other side it must be protected by an enclosed metal conduit, trunking or ducting.

## **Installation box aperture into Blockwork?**

IET Guide to Building Regulations 10.1.2 only refers to chasing, not an aperture.

## **Fire & Sound Regulations?**

Syncbox is no different to any other electrical accessory, therefore treat the same.