



## Frequently Asked Questions

### Custom Gobos

#### How are gobos used?

Gobos are installed in lighting fixtures. When light passes through the gobo, the artwork is projected. Some fixtures require a Pattern Holder to insert gobos. Other fixtures, such as moving lights, have a wheel with open slots in which gobos can be inserted without any additional hardware.

#### Where are you located?

Los Angeles, California

#### Do you sell gobos outside of Southern California?

Absolutely! In fact, we sell gobos internationally.

#### How are gobos shipped?

We ship using Fed Ex and UPS. We can also ship on your Fed Ex or UPS account. We strongly encourage customers to order shipping insurance on glass gobo orders.

#### How long does it take to make a gobo?

Steel gobos can be received within 3-5 business days without a rush fee. Glass gobos can be received within 5-7 business days without a rush fee.

#### I have an emergency and need a gobo tomorrow. Is that possible?

If we have a full business day (order placed by 10:00AM Pacific Standard Time) to process your order, it is usually possible to get a gobo manufactured and shipped in 24 hours. Rush fees will apply, as well as expedited shipping charges.

#### Does Kinetic manufacture gobos?

We're a dealer for gobo manufacturers such as Apollo, Rosco, and GAM.

#### How do I know what size gobo I need?

You can refer to the gobo size chart on our website (<http://www.kineticlighting.com/gobos.php>) Or, let us know what make/model lighting fixture you'll use with the gobo and we'll figure out the size for you.

#### Do your prices change based on gobo size?

No. We maintain a simple pricing structure. Gobo size does not affect our prices.

### **Do you offer volume discounts?**

Duplicate gobos are always cheaper than originals. So if you're ordering several of the same gobos, you'll automatically receive a discounted price for all of the duplicates. In fact, if you order a gobo with us, your artwork will be kept on file so your future orders of that same artwork will be charged at a duplicate rate (if the same type of gobo is ordered.)

### **Should I Buy Steel Or Glass gobos?**

This depends on a few factors:

- a) Duration of use (Glass gobos will last longer)
- b) Artwork (complex art is best projected with glass)
- c) Color Integrity (if you need to maintain the artwork colors, go with glass)
- d) Budget (steel is the most cost-effective)
- e) Projection Quality (glass gobos project with a higher resolution than steel)

### **How do I know how many colors I need?**

Colored glass gobos refer to how many colors you want manufactured in the gobo. It does NOT refer to how many colors are in your artwork. For example, some customers have multi-colored artwork, but only care to project the image in white light. In this case, steel or black/white glass gobo would be suitable.

As a general rule, black is considered a color while white is not. For example, a red logo on a black background would be considered a 2 color image, while the same gobo against a white background is considered 1 color. The black background is used to mask light, so in this case, only the red logo would appear on the projection surface. If the gobo is made with the white background, the projection surface will show a circle of white light around the red logo.

Gradients are typically classified as full-color.

### **Do you also sell equipment?**

Absolutely! New and used. We're dealers for most major manufacturers, and are constantly selling used equipment from our rental stock.

### **What forms of payment do you accept?**

Check, Money Order, Cashier's Check, Cash, AMEX, Discover, MasterCard, Visa, Wire Transfer