



## **FAQs: Flameless Rechargeable Candle Sets 2.0 TIMER**

### **1. What if my candles do not turn on when I first use them?**

For first time use, you must slide the Battery Activation Switch from left to right to activate the candle. If you are not using the candles for 3 months or more, you should slide the Battery Activation Switch back to the OFF position to conserve the battery life. Failure to do so, could impact the performance of the candle. When you are ready to use the candles again, slide the Battery Activation Switch from left to right again. For everyday use, push the blue button or use the remote to turn the candles ON.

### **2. How do I know if I have the 2.0 TIMER system?**

The new 2.0 TIMER candles have a blue on the bottom as well as a black switch which will indicate that you have the most updated set for this system.

### **2. What is the distance range from candle to remote on the 2.0 TIMER?**

The range from remote to candle is 20 feet.

### **3. Will the remote work with the candles on and off the charging tray?**

The remote will turn the candles on or off whether they are on the Charging Tray or on a table.

### **4. Are the candles battery operated? Does the remote have a replaceable battery?**

The candles and remote are battery operated. Do NOT remove or replace the battery from inside each Rechargeable Candle; please call our Customer Service at (877) 526-7748 for replacement candles. The remote battery can be replaced with (1) CR2032 3V Lithium Coin Battery, which can be found at most local stores.

### **5. How do I care for my candle, tray or remote if it gets wet?**

Remove moisture with a soft, dry cloth. Allow the candle, tray or remote to dry completely before resuming use.

### **6. What are the maintenance and care instructions for my system?**

Candles can be cleaned with a soft, damp cloth. Regularly wipe the metal contacts on the bottom of each candle and in the charging tray cavities.

### **7. I have an original and a 2.0 TIMER system. Can the candles be interchanged and charged on either tray?**

The 2.0 and 2.0TIMER candles can be charged on any tray.

**8. Can I leave my candles ON when charging?**

It is strongly recommended that candles are turned OFF when charging.

**9. If I stack my charging trays can I use more than one power adapter at a time? Will this allow the system to charge faster?**

Only one power adapter should be used at a time to avoid any potential overload of electricity. You can stack up to 5 charging trays. For optimum charging results of multiple units, plug DC cord into the middle tray in the stack when charging 3 to 5 trays, or bottom tray when charging 1 to 2 trays.

**10. Can the candles become over charged?**

The charging process is terminated once the candle reaches its maximum charge, preventing the candle from being overcharged and depleted over time. Without the risk of overcharging, a higher current of electricity can be delivered to each charging candle. This allows the candle to be charged in less than 3 hours.

**11. After a few months, some of my candles are not charging, what should I do?**

Check for dirt, food or grease build up. Candles can be cleaned with a soft, damp cloth. Wipe the metal contacts on the bottom of each candle and in the charging tray cavities regularly with a soft, damp cloth carefully avoiding the contact pins.

**12. What is the warranty?**

There is an EIGHTEEN (18) MONTH LIMITED WARRANTY. This product is guaranteed to be free from defects in material and workmanship for eighteen (18) months following the date of purchase (excluding the battery/batteries). Should a defect occur within the warranty period, please contact our customer service line at (877) 526-7748. A proof of purchase (sales receipt) is required. Damage to any parts such as by accident, misuse, or improper installation is NOT covered by this warranty. Our policy does not include liability for incidental or consequential damages. This warranty gives you specific legal rights and you may also have other rights that vary from place to place.

**13. Can I still purchase the original Rechargeable Candle Sets or the 2.0 version without the remote?**

Sterno Products has chosen to only offer the 2.0 TIMER, the best version to provide the end user with the most advanced features while at a competitive price point.