

FAQs

ALL-IN-ONE RECHARGEABLE FLAMELESS CANDLES

Q: Is there an instructional video that will walk me through everything I need to know about this product?

A: Scan to watch instructional video.



Q: What's included with each All-in-One Kit:

A: Watch Video:



Q: Do I need to charge my candles prior to first use, or are they ready to go right out of the box?

A: Candles need to be activated and fully-charged before initial use. Watch video:



Q: How do I charge my candles?

A: Watch Video:



Q: Can I stack and charge multiple trays?

A: Yes. Three trays can be stacked and charged with a single power adapter. Watch video:



Q: Besides turning the candles on/off, what else can I do with my All-in-One remote control?

A: Watch Video:



Q: Is the remote rechargeable or does it require batteries? If so, what kind?

A: The remote is battery operated and uses a CR 2022/2032 coin battery.

Q: If I accidentally de-activate my candles are my programmed settings lost?

A: Yes. When a candle is de-activated, its memory is wiped clean. Restoring your desired settings is easy to do. Simply press the button on the bottom of the candle to reactivate, use your remote control to restore the settings. Watch video:



Q: When should I use the 'Charge Blockers'.

A: Charge Blockers should ONLY be used when charging more than three stacked charging trays. This video provides an in-depth explanation the Charge Blockers and charging multiple trays: Watch video:



Q: I've misplaced my Charge Blockers. How do I get free replacements?

A: You may call: the following is all FPO:XXX.XXX.XXXX | email xxxxx@Sterno.com use subject line: Charge Blocker Replacement | or visit: sterno.com/charge-blocker-replace

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Q: Are the candles weather-proof/resistant?

A: The candles are IP44 certified. They may be used for both indoor and general outdoor use. The candles should be operated in a dry area. In the event a candle becomes wet, remove moisture with a soft, dry cloth. Allow the candle to dry completely before resuming use or placing it on the charging tray.

Q: What is the life-span of the candles?

A: Our candles are powered by rechargeable long-life lithium-ion batteries. You can expect several years of performance before replacement is needed.

Q: Will I decrease the expected lifespan of the batteries if I recharge my candles before they are fully depleted?

A: These candles are powered by the latest in lithium-ion battery technology. The life of the battery will NOT be affected if charged before the candle is fully depleted.

Q: How long is the limited warranty?

A: 12 months.

Q: What maintenance and cleaning tips can you provide to ensure maximum performance?

A: Clean the base of the tray and candles with a soft damp cloth and allow to dry completely. Operate and store charging tray and power adapter in a dry area. Rechargeable candles can be used outdoors but should be operated in a dry area. In the event the candles become wet, remove moisture with a soft dry cloth and allow to dry completely before resuming use or placing on the charging tray. Be sure to unplug the trays when cleaning.

Q: What replacement parts are available to purchase?

A: You may purchase 4pk candles, trays, remotes, power adapters, and charge blockers separately. FPO: Insert web address

Q: I already have a Sterno Flameless Candle set, will this new unit work with those candles and tray?

A: Our All-in-One unit has induction charging and the connections are different. You won't be able to use them interchangeably.

Q: How do I dispose of spent candle units?

A: Our Candles contain lithium-Ion batteries. Recycle or dispose of batteries in accordance with your local regulations.

Q: What if I have questions when using the unit? Who do I call?

A: You can reach our customer service department at (877) 526-7748.