

Platinum+ Product Guide

Getting Started

Step 1) Check Contents

- Charging Tray
- 12 Candles
- Power Supply



Step 2) Condition Candles Before First Use

To optimize battery performance, it is highly recommended to condition the candle batteries before putting them into regular service.

Follow these steps to condition candle batteries:

1. Remove all parts from packaging.
2. Connect the Power Supply to a wall outlet and to the Charging Tray. When properly connected the tray power indicator lights will illuminate. You may charge up to 4 linked trays per power supply (See Fig. 1).
3. Load the rechargeable **Platinum+** candles onto the tray, connecting to the charging pin plugs.
4. Charge the candles for at least **20 hours**. Red tray lights indicate the candles are charging. These indicator lights will change to green when the regular charging cycle is complete, but please be sure to charge for at least 20 hours.
5. Remove candles and turn them all ON. Run candles until LEDs are all extinguished.
6. Fully charge candles at least **10 hours**.



Step 3) Use Candles

Candles are now ready for use. Disconnect the tray from power supply. Remove candles from the tray, turn ON and enjoy. Fully charged candles will run for at least 18 hours.

Step 4) Recharge, Use Candles, Repeat...

After the first charge and use, a normal charge cycle is 10 hours. It is not necessary to fully discharge candle batteries before recharging. Place candles back on the powered charging tray after use.

Note: It is recommended to disconnect the tray from the power supply when not in use.

Platinum+ Features

Candle Operation

Platinum+ candles come equipped with an ON / OFF slide switch and an enhanced flicker mode operation. Slide for ON / Slide for OFF. Candles automatically turn OFF when put on a **Platinum+** charging tray.

Eco Mode

Your **Platinum+** system has many built-in safe guards to protect the system and maximize the lifetime of the rechargeable batteries. One of these safe guards is **Eco Mode** charging. Eco Mode is automatically activated when charging candles have remained on the charging tray(s) for more than 20 hours. When Eco Mode is activated the charge indicator lights on the tray will "pulse". In Eco Mode, the system will reduce power to each candle to a trickle, just enough to keeping them topped off & fresh for optimal use. This "pulsing" is normal and indicates that the system is protecting your candle batteries from overcharging.



Platinum+ Features (cont.)

Storage

It is recommended that you fully charge and remove your **Platinum+** candles from the charging tray for storage or if the product is not being used for more than (4) weeks. This step will optimize the life of the rechargeable batteries.

TROUBLE SHOOTING

Your **Platinum+** system power supply is specifically designed to charge (1) to (4) charging trays and comes equipped with an in-line overload protector. Charging more than (4) trays will trip the in-line protection and could affect the lifetime and performance of your candles. Using any other power supply than the one provided could cause damage to your system and void your manufacturer's warranty.

- If charge indicator lights do not illuminate once plugged in, double check tray(s) and power connections and make sure all is secure and that your power source (wall outlet) is functioning properly.
- If charge indicator lights still do not illuminate, check to make sure the in-line power protection has not been tripped. If tripped a red light will appear above the reset button. Press the reset button to restore power. The red light should go off once pressed.
- If the power protection reset continues to show red, unplug your system, make sure you do not have more than (4) trays linked together, firmly push trays together and re-try. If problems persist try a different power source (wall outlet).
- If candles do not turn on, recharge for a full cycle (10 hours) and try again.

If problems persist please contact the Hollowick Service Center at 800.367.3015

OPTIMAL PERFORMANCE

The Hollowick **Platinum+** system is designed to provide years of use. To optimize the performance of your **Platinum+** system please make note of the following.

- Always inspect your system before use for any signs of damage.
- Always pull your Platinum+ candles directly "UP" and off of their charging pins. Do not pull candles off the tray at an angle.
- Keep the charging tray clean: *with the system unplugged*, simply wipe the tray with a damp cloth removing excess dirt and debris.
- Keep your charging tray, power supply and candles away from heat, water or condensation.
- Do not use if the system power supply is damaged or if the system has been dropped.
- Do not attempt to open any part of the system, candles or components for repair.

Hollowick accepts no responsibility for misuse/abuse of products or the failure to observe charging instructions and general usage guidelines. Failure to follow these guidelines may affect your warranty.

1 YEAR LIMITED WARRANTY

Limited Warranty covers defect in material or workmanship for up to 1 year. It excludes damage caused by normal wear and tear, misuse or modification. Warranty applies only to the original purchaser of this product. Warranty terminates if you sell or transfer product(s). Hollowick will repair or replace product(s) at its option. Call 1-800-367-3015 for warranty service. EXCLUDES ALL INCIDENTAL AND CONSEQUENTIAL DAMAGES, SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY HAVE OTHER RIGHTS WHICH VARY BY JURISDICTION.

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FCC COMPLIANCE

This equipment has been tested and found to comply with the limits for a class B digital device pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the distance between the equipment and receiver.
- Connect the equipment to an outlet on a circuit different from which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

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RoHS  
CAN ICES-5(B)/NMB-5(B)
UL1642 & UL73

