

V12™ Product Guide

Getting Started

Step 1) Check Contents



12 Candles



Power Supply



Charging Tray

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 blue.
3. Load the rechargeable V12 candles onto the tray, connecting to the center pin plugs. Candles must be in the OFF position to charge.
4. Charge the candles for at least **20 hours**.
5. Remove candles and turn them all ON. Run candles until LEDs are all extinguished.
6. Turn candles OFF and fully charge 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 14 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 OFF 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.

V12™ Features

Power

The V12 system can be powered using a standard wall plug or a powered Universal Serial Bus Port (USB). When properly connected, the BLUE power indicators will illuminate on the tray.

Please note, some USB ports do not support charging and will not charge the system.
Be sure to use a USB port that provides power.

Charge

Candles must be in the OFF position to charge. Plug your candles into the charging tray receiving pins to charge. Candles will be charged and ready for use after 10 hours. Fully charged candles will run for up to 14 hours.



V12™ Features (cont.)

Easy Push Button Switch

V12 candles come equipped with an easy to operate push button ON / OFF switch with standard flicker mode operation. Candles must be in the OFF position for charging.

Storage

It is recommended that you fully charge and remove your V12 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

The V12 system is designed to be used with just about any USB port in addition to the USB plug provided. Some USB ports do not support charging and will not charge the system. Be sure to use a USB port or Plug that provides suitable power.

- If power indicator lights do not illuminate when plugged to power, double check tray and USB connections. Make sure all connections are secure and double check your power source (Wall Outlet / USB).
- If power indicator lights still do not illuminate, check to make sure the USB port supports charging.
- Make sure candles are in their OFF position prior to charging.

If problems persist please contact the Hollowick Service Center at 800.367.3015

OPTIMAL PERFORMANCE

The Hollowick V12 system is designed to provide years of use. To optimize the performance of your V12 system please make note of the following.

- Always inspect your system before use for any signs of damage.
- Always pull your V12 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.

90-DAY LIMITED WARRANTY

Limited Warranty covers defect in material or workmanship for up to 90 days. 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 
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