



flicker without the flame®

Troubleshooting Guide

Use this guide to solve Hollowick flameless rechargeable system problems.

Contact Hollowick Customer Service for additional support:
(800) 367-3015 or info@hollowick.com.

My candles are not charging

- **Check your power supply.** Make sure the outlet used is not wired to a wall on/off switch. Your charging tray will need continuous power to function properly.
- **Be sure not to exceed charging 4-sets (48 candles) linked together on one power cord.** This will affect the charging function. Reduce the linked trays to a maximum of 4 (48 candles) and recharge the candles.
- **Reset the power surge protector.** On the power cord there is a small surge protection reset button with an indicator light. If the system experienced a surge it may have tripped the protector. If the reset indicator is illuminating RED, press it to re-set the surge protector and then recharge the candles.
- If your candles have been in service for quite a while, then it is possible that the batteries may no longer be able to hold a charge. Rechargeable candles have a limited battery life. You may need to replace your candles. See the section below on Hollowick Rechargeable Candle Battery Life for more details.

My charging tray does not have power

- **Make sure you are using the correct power cords.** The transformer for Evolution is marked: **for use with Evolution**, Platinum is marked: **for use with Platinum**.
- **Make sure you are using Hollowick cords.** The adaptors should be marked **Hollowick** and not some other electronics brand.
- **Make sure all components are firmly connected.** If power was not connected properly, recharge the candles.
 - **Check all power supply connections:**
 - Power cord to wall outlet
 - Transformer to pig tail
 - Power cord to charging tray
 - Linked charging trays (if more than one tray is in use)
- If you still have no power to the tray (no tray lights illuminating), then try plugging the product into a different outlet.
- If you have more than one compatible power adaptor try using a different one to see if that makes a difference. If it does, you may have a defective adapter. Contact Hollowick Customer Service for replacement instructions.
- If you have multiple trays, try using a different lead tray with the power plug (If the lead tray is not working then power will not travel through it to the other trays). If the system works after switching the trays around, try them all and single out the one that is bad. Replace the non-working tray. Contact Hollowick Customer Service for replacement instructions.
- If after going through this list of questions the product is still NOT working chances are good that the Power Supply is defective. Please contact Hollowick Customer Service for replacement instructions.

My candles are not working

- If the full set(s) is not working or exactly half the candles are not operating, it is possible that there is a charging tray issue. **Check the power connections and recharge** the product fully and see if that remedies the issue.
- If individual candles are not working then try putting them back on the charging tray and giving them a full charge until the charge indicators turn green.
- If your candles have been in service for quite a while, then it is possible that the batteries may no longer be able to hold a charge. Rechargeable candles have a limited battery life. You may need to replace your candles. See the section below on Hollowick Rechargeable Candle Battery Life for more details.
- If the power source is confirmed then it is possible that the candles are defective.
 - On rare occasion the intricate inner components of rechargeable candles can come loose. If you feel your candles are defective and are covered under warranty, please contact Hollowick Customer Service. Please review our warranty information.

Hollowick Rechargeable Candle Battery Life

The life of Hollowick Rechargeable Candle batteries can vary dramatically depending upon how often the candles are charged. For example: Candles that are charged every night, even though the battery charge is not fully expired, will have a shorter life than candles that are charged every other night or less frequently. Candle batteries have a fixed number of charging cycles (about 700). If recharging can be delayed until the battery charge is fully expired, then batteries will last closer to their full potential:

- **Evolution candle batteries can last up to 14,000 hours**
- **Platinum candle batteries can last up to 11,000 hours**

Hollowick Flameless Warranty Conditions

Hollowick offers warranty protection for both the Platinum (One Year Warranty) and Evolution (Limited Lifetime Warranty) rechargeable systems. These warranties cover any product defect or flaw. Hollowick will replace defective components that are claimed within the warranty period and that meet coverage conditions.

The following post-use product problems are **not covered** under the Platinum and Evolution system warranties:

- Broken Candle Tips
- Cracked Candles
- Broken Power Connecting Pins (Platinum)
- Broken Charging Pins (Platinum)
- Cracked Transformers / Power Adaptors
- Frayed Power Adaptor cords / cut, sliced, mangled, etc.
- Rusted candles exposed to moisture (Platinum).
- Burnt / Melted Candle Tips
- Obvious misuse / abuse
- Products (candles, adapters, trays) that have been opened for attempted repair, etc.

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