

## Solar Lights

Having problems with your solar light? Due to the technology of this product, please make sure you have followed these steps:

### 1. Did you remove the plastic film covering the solar intake panels?

Although the plastic film is clear, it will inhibit the solar light from charging completely.

### 2. Did you remove the plastic tape on the re-chargeable batteries?

The tape on the batteries assists in inhibiting drainage of the charge and lowering the life of your batteries while in the box. If the tape remains in place, the solar light will not charge or appear defective.

### 3. Did you charge the light in bright sunlight for two full days?

During the winter months when the hours of daylight are fewer or during periods when the weather is rainy or there is a heavy cloud cover the panels may not absorb enough sun to allow the lights to stay on all through the night.

### 4. Is there ambient light near the solar light?

A street light or porch light may be too close to the light or too bright. This will “trick” the light sensor into mistakenly perceiving that the ambient light is daylight and not turn on the LED lights. Bring the light into a dark room after a full day of charging and see if the light comes on.

### 5. Are all of the LED lights not coming on or just some of them?

If some of the LED lights are working then the product is defective. If no LED lights turn on; see # 6.

### 6. Did you replace the rechargeable batteries with standard non-rechargeable batteries and re-test the light?

If it works with the replacement batteries then we know the batteries were bad and we will replace them with new rechargeable NiCad batteries if it is within the warranty period.

### 7. If you have taken all these steps and you are still having problems?

It may be defective. Please print and fill out our Return of Merchandise Form and return your item for a replacement. Flagandbanner.com reserves the right to test the product and check your warranty before issuing a replacement.