

## FAQ's – Greenery TSV

Q: How does the Remote work?

A: There is a remote sensor on each component that is attached to the battery box. You will need to make sure the sensor is in sight of the remote and point the remote directly towards the sensor to activate a function. The range is 10ft.

Q: How do I prepare my greenery collection for the holiday season?

A: The greenery collection is not ready to be decorated out of the box. It was packaged very carefully and securely to ensure nothing was damaged in transit. You will need to take your greenery out of the box, and shape and bend the tips to your desired look.

Q: Does the Flocking come off at all?

A: Yes. Due to the high volume of flocking that is put on your greenery, when you are shaping there will be flocking on the ground. Once you are finished, you will need to sweep or vacuum up the flocking that is left behind. We have over flocked this item by design to ensure its beauty will not be diminished if some of debris is lost during the shaping process year after year.

Q: Will the remote operate other BL remote-ready items? (Touch Flame candles; microlights TSV)

A: All Bethlehem Lights remote controls operate on the same frequency and can be used for our various products. The remote may or may not have a corresponding function on the product depending on the products functionality. Example: the color change button on the remote will not change the color of the flame on our Touch Candles.

Q: How do you set the timer?

A: Each component is capable of a 4, 6, or 8 hour timer. This can either be activated by pressing the timer button on the battery box or press the desired timer function on the remote control.

Q: Are the flocked pieces suitable for outdoor use?

A: The flocked components are not rated for outdoor use because the flocking material could diminish or discolor quickly in the elements.

Q: Is the built-in clear more of a bright white or yellow light?

A: The LED color is a beautiful warm white color that is not too bright and not too yellow. It is designed to replicate the look of an a true incandescent light.

Q: If a bulb burns out, how do I replace it?

A: They cannot be replaced.

Information provided by Bethlehem Lights.