

# EZLIGHT

## FAQs

### I need help with my lighter and accessories. Who should I call?

Please call our EZBrands Customer Care Team at 1-856-329-7866 for assistance with your product. We are here to assist you in all of your customer care inquiries!

### My shipping is delayed and/or I haven't received my product. Who should I call?

Please call QVC Customer Service at 1-888-345-5788 for assistance with your shipping inquiry.

### My lighter is charged and worked before but now it's not working. What should I do?

From time to time your lighter may come into contact with wet wax, and will need to be cleaned to operate properly. To clean, you must first ensure your lighter is turned OFF. Press the ON/OFF button until the blue lights in the LED battery indicator are also OFF. Slide the Safety Slider forward to expose the Electric Arc Prongs (note: if an electric arc is generated, do not move forward. Repeat the previous step until your lighter is powered OFF). Gently clean the edge of the prongs to remove all residual wax and debris. Once completed, power your lighter ON and slide your safety slider to generate an electric arc.

**Please note:** if any residual debris remains on the prongs, the lighter will not operate properly until cleaned completely.

### How do I recharge my lighter?

Using the provided USB to micro tip cable, plug the micro tip into the micro port on the base of the lighter. Plug the standard USB connector into an AC Wall Plug or any powered USB charging port.

### How long will it take to recharge my lighter?

A full charge from 0 to 100% will take approximately 2 hours.

### Can my lighter be used to light propane + gas grills and fire places?

Yes, you can use your rechargeable lighter just as you would a disposable lighter.

### Can I bring my lighter on an airplane?

Due to TSA travel regulations, you are not permitted to bring on an airplane in either your carry-on or checked in luggage.