

URBAN**SOLAR** NEON LIGHTS

USER GUIDE

“If your mobile phone doesn’t work because there is no signal you don’t blame the phone, you blame the location and the same should apply to solar lights.”

- a very clever SolarCentre customer.

Solar lights won’t turn on when it is light!

Solar lights turn on automatically at night and off automatically when its light. If you want to test your solar light, but you are outside during the day or you are in a lit room, you will need to trick the solar panel into thinking it is dark by covering the solar panel completely.

Reality check...

Our products have been designed to work year-round in the UK so long as they are in a good enough location to charge and so long as the weather isn’t too dull for too long. We use a simple formula based on how much power the solar panel can produce each day versus how much power the LEDs consume after dark. We then factor in the average amount of sun hours in the UK (not much) and an average customer solar panel location. Sadly, there are two things we can’t control. 1. The weather. 2. Where the customer decides to position their light. There will be dull periods in every year where even the best positioned lights will struggle, so if you are looking for a product that will light up all night, every night, no matter where the light is placed and no matter what the weather does, please don’t use this light! Pack everything up and return it to your retailer in pristine condition for a full refund because you will be disappointed!

Location, location, location!

We can’t control where the customer decides to position their light, but you can! Solar panels positioned in clear south-facing locations always perform best, but we know that is not always desirable even if it is achievable. Most people buy a solar light to light up a specific location and that location might not be a textbook solar-friendly location. So long as the solar panel gets some direct sunlight through out the day you will get reasonable performance in Autumn, Spring and Summer. If you are looking for reasonably consistent winter performance then you will need an unshaded south-facing spot.

Assembling your light

Your UrbanSolar Neon Light will come in two halves. Connect the two halves of the metal pole together while gently pulling through the solar panel cable at the bottom of the light. Connect the solar panel stake by slotting it into the recess on the underside of the solar panel.

Installing your light

Please do not try and force your light or solar panel into hard ground or install them by pushing down on the solar panel or the neon part of the light. **Accidental damage caused to the stake, pole, light or solar panel is not covered by your warranty.** Before installing your light and solar panel, make two holes roughly 6 inches deep and roughly 6 inches apart using a strong metal object like a hefty screwdriver. If the ground is too hard, pour water on the desired area to soften it and then try again. Once you have made the two holes grip the light pole with two hands (one above the pole connector and one below) and gently push down until the pole is a couple of inches underground. Next, grip the solar panel with both hands (one hand on the pole and the other gripping the solar panel) and gently push down until the collar is level with the ground. If you prefer you can deck, wall or fence mount your solar panel by removing the stake and fixing the solar panel using the two screw holes in the collar. Once installed, loosen the screw bolt and tilt the panel to receive the most amount of light before tightening the screw bolt back up again.

Operating your light

UrbanSolar Neon Lights use a clever touch switch to operate them. The advantage of these switches is that they are completely sealed so they do not provide a water-ingress weak spot unlike nearly every other type of switch. And when we say touch we really do mean touch as you can literally rest your finger on the button to operate the light. To turn the light on (or off) simply rest your finger on the button for 3 seconds. Once the light is on, gently tap the switch repeatedly to cycle through the 8 modes. Once you are in your favorite mode, your Neon light will light up in that mode automatically each night at dusk so you shouldn’t need to touch it again.

Troubleshooting

We have been selling and designing solar lights for 16 years now and in our experience solar lights that work are hardly ever faulty! That might seem like we’re stating the obvious, but it is so true. Lights that only work for half an hour after dark or lights that only turn on occasionally are just struggling to get enough charge 99% of the time. To test this turn the light off for three days (ensuring at least one sunny day has passed) and then turn it back on and see how long it works for that night. Another thing to look out for is nearby light. Light coming from another outdoor light or even light coming from inside a house can be enough to stop a solar light from turning on automatically. You can test that by completely covering the solar panel to see if it then turns on. Ultimately, if your light doesn’t work after a few sunny days in a completely unshaded spot, you may well have a fault so please contact your retailer or contact us on the details below.

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