

# INFORMATION GUIDE

**21 CUSTOMIZABLE OPTIONS  
IN A SINGLE ELEGANT CANDLE!**



## ALL-IN-ONE **RECHARGEABLE** FLAMELESS CANDLES





Discover the versatility of the **Sterno All-in-One Rechargeable Flameless Candle**, offering 21 customizable options in a single elegant candle. Our new candles are truly an *all-in-one* solution providing multiple brightness levels, light modes, and colors!

**Product Details:**

- Product Dimensions: 12.25" x 7" x 4.12"
- Sets include: Tray, 12 Candles & 1 Remote
- Starter Kit includes: Tray, 12 Candles, 1 Remote & Power Supply

**Key Features:**

- Multi-Function Votive Candles: Create beautiful table settings with greater flexibility
- 3 Color Modes: Amber, Warm White, & White
- 5 Brightness Settings: 5 in steady, 2 in flicker mode
- Powered by Lithium-Ion Batteries: Quick-charging & extended performance (30+ hours of performance per 8-hour charge)
- Flameless Design: Delivers the appearance of natural candlelight while ensuring safety in flame restricted areas



**Stacks Vertically**



- Realistic Black Wick: Maintains realistic look even when not illuminated
- Multi-Function Remote: Easily control color, flicker, timers, and brightness, saving time and labor
- Patented EasyStack Charging Tray: stack vertically to charge multiple trays, saving valuable space

**21 CUSTOMIZABLE OPTIONS  
IN A SINGLE ELEGANT CANDLE**

**3**  
ADJUSTABLE  
COLOR  
MODES



**2**  
ILLUMINATION  
MODES

**STEADY**



**FLICKER**



**5**  
BRIGHTNESS  
SETTINGS



# PRODUCT INFORMATION GUIDE

## ALL-IN-ONE RECHARGEABLE FLAMELESS CANDLES

### SELLING PROPOSITION

Sterno is known for bringing problem-solving, event-enhancing food service and consumer products to our customers. With the launch of the **All-in-One Rechargeable Flameless Candle System** we've taken state-of-the industry flameless technology and turned it into an art form.

With these flameless votives, customers can create beautiful ambience in any indoor or outdoor\* space. Surveys have shown that a warm, welcoming atmosphere is often a key motivator in encouraging guests to stay longer, order dessert & after-dinner drinks, post 5-star reviews, and make return visits.

These rechargeable flameless votives are powered by a long-life lithium-ion battery that provides years of service. The life-like design gives the appearance of a traditional wax votive (even when not illuminated), allowing natural integration on any tablescape across all dayparts.

The multi-function remote allows operators to customize color, flicker/ steady mode, and brightness level. In essence, making a single votive capable of 21 illumination variations. Customers can now fine tune their candle settings to create the ideal mood in multiple areas of their venue, regardless of lamp style, color, or opacity.

Our patented EasyStack charging trays allow up to 36 candles to be fully charged in just eight hours on a single power supply. Compared to the competitions' charging systems, our vertically stacking trays take up a fraction of back-of-house real estate.

Once fully charged, each votive will deliver 30+ hours of remote-controlled performance, freeing up front-of-house staff to focus on more important pre-service tasks.

In short, not only does our All-in-One Rechargeable Flameless Candle System deliver a multitude of space, labor and money-saving benefits, it also provides 21 customizable illumination options in a single elegant candle.

\*This product is IP44 certified for indoor and non-inclement outdoor use.

### TARGET MARKETS




















- Restaurants
- Hotels
- Resorts
- Banquet Halls
- Spas
- Country & City Clubs
- Casinos
- Retirement Residences

### MARKETING STRATEGY & TACTICS

1. Equip sales with product knowledge and tools to sell effectively
  - Rep mailing with product information guide
  - Samples
2. Post videos and product content on social media
3. Promotions

### MARKETING SUPPORT ELEMENTS

- Spec Sheet
- Easy-To-Use Charge Guide BOH
- Product Information Guide
- Hands-on Training
- Instructional Video
- Product samples available to reps
- Web Updates
- National Trade Shows
- Regional Events
- Table Top Graphics

	ITEM #	DESCRIPTION	CASE PACK	WEIGHT (LBS)	LENGTH	WIDTH	HEIGHT	CUBE	TI	HI	UPC	GTIN
	60334	Sterno All-in-One Rechargeable Flameless Candle Starter Kit	1	2.9	13.75	8.75	8	0.56	14	7		
	60332	Sterno All-in-One Rechargeable Flameless Candle Set	1	2.15	13.75	8.75	8	0.56	14	7		
	60336	Sterno All-in-One Flameless Candles 4PK	1 (4 candles)	0.53	6.5	2	2	0.02	147	2		
	60338	Sterno All-in-One Flameless Candle Base Tray	1 (Tray)	1.42	13.75	8.75	8	0.56	14	7		
	60330	Sterno All-in-One Remote	1	0.10	4	2	0.5	0.002	n/a	n/a		
	60138	Power Adapter	1	0.75	3.93	1.75	5.75	0.02	270	1		
	502929	All-in-One Flameless Charge Blockers 2 ct	2 ct									

## FAQs

### ALL-IN-ONE RECHARGEABLE FLAMELESS CANDLES

**Q: Is there an instructional video that will walk me through everything I need to know about this product?**

A: Scan to watch instructional video.



**Q: What's included with each All-in-One Kit:**

A: Watch Video:



**Q: Do I need to charge my candles prior to first use, or are they ready to go right out of the box?**

A: Candles need to be activated and fully-charged before initial use. Watch video:



**Q: How do I charge my candles?**

A: Watch Video:



**Q: Can I stack and charge multiple trays?**

A: Yes. Three trays can be stacked and charged with a single power adapter. Watch video:



**Q: Besides turning the candles on/off, what else can I do with my All-in-One remote control?**

A: Watch Video:



**Q: Is the remote rechargeable or does it require batteries? If so, what kind?**

A: The remote is battery operated and uses a CR 2022/2032 coin battery.

**Q: If I accidentally de-activate my candles are my programmed settings lost?**

A: Yes. When a candle is de-activated, its memory is wiped clean. Restoring your desired settings is easy to do. Simply press the button on the bottom of the candle to reactivate, use your remote control to restore the settings. Watch video:



**Q: When should I use the 'Charge Blockers'.**

A: Charge Blockers should ONLY be used when charging more than three stacked charging trays. This video provides an in-depth explanation the Charge Blockers and charging multiple trays: Watch video:



**Q: I've misplaced my Charge Blockers. How do I get free replacements?**

A: You may call: the following is all FPO:XXX.XXX.XXXX | email xxxxx@Sterno.com use subject line: Charge Blocker Replacement | or visit: [sterno.com/charge-blocker-replace](http://sterno.com/charge-blocker-replace)

## FAQs

### ALL-IN-ONE RECHARGEABLE FLAMELESS CANDLES

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**Q: Are the candles weather-proof/resistant?**

A: The candles are IP44 certified. They may be used for both indoor and general outdoor use. The candles should be operated in a dry area. In the event a candle becomes wet, remove moisture with a soft, dry cloth. Allow the candle to dry completely before resuming use or placing it on the charging tray.

**Q: What is the life-span of the candles?**

A: Our candles are powered by rechargeable long-life lithium-ion batteries. You can expect several years of performance before replacement is needed.

**Q: Will I decrease the expected lifespan of the batteries if I recharge my candles before they are fully depleted?**

A: These candles are powered by the latest in lithium-ion battery technology. The life of the battery will NOT be affected if charged before the candle is fully depleted.

**Q: How long is the limited warranty?**

A: 12 months.

**Q: What maintenance and cleaning tips can you provide to ensure maximum performance?**

A: Clean the base of the tray and candles with a soft damp cloth and allow to dry completely. Operate and store charging tray and power adapter in a dry area. Rechargeable candles can be used outdoors but should be operated in a dry area. In the event the candles become wet, remove moisture with a soft dry cloth and allow to dry completely before resuming use or placing on the charging tray. Be sure to unplug the trays when cleaning.

**Q: What replacement parts are available to purchase?**

A: You may purchase 4pk candles, trays, remotes, power adapters, and charge blockers separately. FPO: Insert web address

**Q: I already have a Sterno Flameless Candle set, will this new unit work with those candles and tray?**

A: Our All-in-One unit has induction charging and the connections are different. You won't be able to use them interchangeably.

**Q: How do I dispose of spent candle units?**

A: Our Candles contain lithium-Ion batteries. Recycle or dispose of batteries in accordance with your local regulations.

**Q: What if I have questions when using the unit? Who do I call?**

A: You can reach our customer service department at (877) 526-7748.