

Candle Warmers Etc.

Q: What is a candle warmer?

A: A candle warmer is an electric appliance that warms and melts scented jar candles, releasing the candle's fragrance without a flame! Candle Warmers Etc. candle warmers are a quick, safe, clean, and healthy alternative to enjoying scented jar candles in the home.

Q: How do candle warmers work?

A: We have many different types of candle warmers, but the process is the same for each. Either place a jar candle in, under, or on one of our electric candle warmers and the candle will melt, releasing the candle's fragrance into your home.

Q: How do the Candle Warmer Lamps/Lanterns work?

A: A specially-designed Halogen bulb melts the candle from the top of the candle. This is different than "traditional" candle warmers that melt the candle from the bottom. The result is the candle starts melting and releasing fragrance in a matter of minutes.

Q: Why use a Candle Warmer Lamp?

A: While all of our candle warmer products provide a safe, clean, and healthy alternative to lighting a candle, the **Candle Warmer Lamps** are quick. Unlike a traditional plate candle warmer, melting candles from the top releases the candle's fragrance in a matter of minutes because it's not necessary to melt the entire candle to release the fragrance. Using a Candle Warmer Lamp to fragrance your home also gives you the soft warm glow of a lighted candle without any of the dangers of an open flame.

Q: Why should I use a Candle Warmers, Etc. candle warmer?

A: Candle Warmers Etc. is the original candle warmer company. Candle Warmers Etc. candle warmers are safe as they release the candle's fragrance with no open flame and all have UL or ETL approval. Our products quickly warm the candle to release the fragrance. Our products are clean and prevent smoke damage caused by burning candles. Our products are healthy and eliminate indoor air pollution produced by burning candles. With Candle Warmers Etc. products, you enjoy all the great things about candles without any of the dangers or harmful byproducts.

Q: How are the Candle Warmers, Etc. warmers different than the other electric warmers I see on the market?

A: Candle Warmers, Etc. is the original innovator of candle warming products and first introduced the **Original Candle Warmer** back in 2001. The other products you see in stores are imitations of Candle Warmers Etc. products. In addition, all of our Lamp and Lantern Candle Warmers are patented; you will only find these products under the Candle Warmers, Etc. brand.

Q: Does the candle have to be in a jar or some sort of dish?

A: Yes; make sure that you use only jar candles. If you are using wax chips, tarts, potpourri, etc., make sure you use warming products like our **Candle Warmer and Dish** or **Illumination Fragrance Warmer**; otherwise wax will melt onto the warmer.

Q: Is burning candles a thing of the past?

A: Using a candle warmer is becoming more and more popular, mainly because of the dangers and safety issues associated with burning candles. Although people are likely to always burn candles, using a candle warmer simply provides a quick, safe, clean, and healthy alternative to burning candles.

Q: Do your warmers melt the large candles?

A: Yes! Most of our candle warming products can accommodate most 4oz to 26 oz jar candles. For our plate warmers, we recommend using 4-18oz jar candles.

Q: How long does it take to melt the candle?

A: That depends on whether you are using a Candle Warmer Lamp (a few minutes) or one of our Candle Plate Warmers (an hour or more depending on the size of the candle).

Q: Can a candle warmer crack or break my candle jar?

A: All Candle Warmers Etc. products are UL or ETL approved. Your Candle Warmers Etc. products have been tested and approved for use with high quality jars candles without cracking or breaking your jar candle.

Q. Can I purchase bulbs at a do-it-yourself hardware store?

A: No; the bulbs found in your candle warmer lamp or lanterns have a narrow beam that is focused directly onto the candle. **Bulbs** that are found in hardware centers have a beam with a wider focus and will not melt the candle.

Q: How will I know when to replace my candle?

A: Unlike burning a candle, warming a candle will not cause the wax to burn off. Over time as the candle is repeatedly heated, the fragrance will eventually evaporate and the candle will produce a weaker scent. Once this happens, it's time to replace the candle. If you are using one of our candle warmer lamps or lanterns and the scent starts to diminish from your candle, simply pour the melted wax into an empty metal or glass container and discard. The rest of the un-melted candle is still good and still holds fragrance.

Q: What brands of jar candles are safe to use with a Candle Warmers Etc. candle warmer?

A: We are partial to our **City Creeks Candles**, but most candles are completely safe to be used on, in, or under any of our products. We can't guarantee that every candle company uses high quality glass jars or uses glass jars that are free from hidden defects. To ensure your candle is safe to be used with our candle warmers, contact the candle manufacturer before use.

Q: How long are the power cords on your warmers?

A: About 3 feet.

Q: How long do the bulbs last?

A: Most bulbs last between 1,000 to 1,500 hours, although turning your bulb on and off within a five minute period will shorten the life of the bulb.

Q: How do I know if I should order an NP4 or NP5 replacement bulb?

A: If you're replacing a bulb in your lamp or lantern, the best way to make sure you are ordering the correct bulb is by comparing your old bulb to the new bulb. The NP4 bulb will have two **small prongs** and the bulb is pushed up and into the lamp. The NP5 bulb will have two **larger posts** and the bulb is inserted with a quarter turn to lock it into position.

Q: Will carrying Candle Warmers Etc. products in my store hurt my candle sales?

A: Quite the opposite. Candle warmers open new sales avenues for retailers who have traditionally sold only candles. Building a candle program that includes candle warmers increases the average sales ticket. Because candle warmers are so consumer friendly, consumers experiment with more scented candles in the home, translating into increased candle sales.

Q: Some of the Ceramic Warmer finishes are different; why?

A. All Candle Warmers Etc. ceramic warmers are hand-crafted and hand-glazed. Occasionally, our ceramic warmers contain small blemishes such as pock marks, pinholes, indentations, smears, streaks, glaze voids, and other common imperfections in the glaze surface. In addition, many of our ceramic warmers use a reactive glaze process where a base coat and top coat are applied, which then “reacts” to heat in the kiln. The result is a one-of-a-kind glazed look that can be slightly different from warmer to warmer.