NXOEN

Candle System

Detailed Instructions

2027

READ COMPLETE INSTRUCTIONS BEFORE FIRST USE

KEEP THESE INSTRUCTIONS FOR FUTURE REFERENCE

IMPORTANT SAFETY WARNING

THE NXGEN CANDLE SYSTEM IS NOT A SUBSTITUTE FOR SAFE CANDLE USE AND SHOULD NOT BE RELIED UPON AS A FIRE-PREVENTION OR FIRE-SAFETY DEVICE.

THE NXGEN CANDLE SYSTEM INCORPORATES AN AUTOMATIC WICK "ELEVATOR" MECHANISM DESIGNED TO LOWER AND RAISE THE WICK DURING OPERATION.

THE EXTINGUISHING FEATURE MAY NOT FUNCTION UNDER ALL CONDITIONS, INCLUDING BUT NOT LIMITED TO CANDLE MOVEMENT, IMPROPER USE, AIRFLOW, WAX CONDITIONS, MANUFACTURING TOLERANCES, OR OTHER FACTORS. FOR EXAMPLE, IF THE CANDLE IS TIPPED OVER AND MOLTEN WAX LEAVES THE CONTAINER, THE FLAME MAY REMAIN LIT EVEN WHEN THE WICK ELEVATOR MECHANISM OPERATES.

CONSUMERS MUST MONITOR AND USE THE NXGEN CANDLE WITH THE SAME DEGREE OF CARE REQUIRED FOR ANY TRADITIONAL CANDLE. NEVER LEAVE A BURNING CANDLE UNATTENDED. KEEP AWAY FROM CHILDREN, PETS, COMBUSTIBLE MATERIALS, DRAFTS, AND ANY LOCATION WHERE THE CANDLE MAY BE KNOCKED OVER.

BY PURCHASING AND USING THE NXGEN CANDLE, YOU ACKNOWLEDGE THAT AN OPEN FLAME PRESENTS INHERENT RISKS, INCLUDING RISK OF FIRE, BURNS, LOSS OF LIFE, PROPERTY DAMAGE, AND THAT THE AUTOMATIC WICK ELEVATOR MECHANISM MAY NOT EXTINGUISH THE CANDLE FLAME IN ALL CIRCUMSTANCES.

RETURN POLICY

IF YOU PURCHASED THE NXGEN CANDLE BECAUSE YOU BELIEVED IT WOULD AUTOMATICALLY PREVENT FIRES OR GUARANTEE EXTINGUISHMENT UNDER ALL CIRCUMSTANCES, YOU MAY RETURN THE PRODUCT FOR A FULL REFUND PRIOR TO FIRST USE (EXCLUDING SHIPPING AND HANDLING CHARGES).

REFUNDS WILL BE MADE ONLY TO THE ORIGINAL PURCHASER WITH PROOF OF PAYMENT.

TO QUALIFY FOR A REFUND, THE PRODUCT MUST BE RETURNED IN ITS ORIGINAL PACKAGING, WITH ALL INCLUDED COMPONENTS, AND IN NEW UNUSED CONDITION WITHIN 30 DAYS OF YOUR PURCHASE.

TO INITIATE A RETURN, VISIT WWW.NXGENCANDLES.COM OR CONTACT CUSTOMER SERVICE AT 844-4-MY-NXGEN OR 844-469-6943.

CONGRATULATIONS AND THANK YOU

FOR YOUR PURCHASE OF THE FIRST EVER AUTOMATED SMART CANDLE SYSTEM. BELOW IS A DETAILED PRODUCT DESCRIPTION, ITS COMPONENT PARTS, AND HOW IT FUNCTIONS. ALSO INCLUDED BELOW IS A QR CODE THAT PROVIDES STEP-BY-STEP VIDEO INSTRUCTIONS ON EACH OF THE AUTOMATED FEATURES.

WHAT MAKES THE NXGEN CANDLE SYSTEM SPECIAL:

The NxGen Candle System is the first automated smart candle ever developed. The Voice Command and Timer Setting features extinguish the candle flame automatically. These special features mark the most significant improvement in candle manufacturing ever. These custom features are not only seamless and convenient to use, they also reduce unwanted burning of the wax. Along with the custom features and convenience, the NxGen Candle System burns clean and efficient, and has far less environmental impact than traditional candles.

This innovative extinguishing system not only captures soot particles, smoke, and other environmental contaminants from being released into the atmosphere, it also eliminates the need to snuff out the flame like traditional candles. The NxGen Candle System is among the cleanest burning candles found anywhere. After your initial purchase of the Base Unit and Wax Candle Body (Full Set), you can retain the electronic Base Unit to be used on new Wax Candle Body Refills. We offer many amazing fragrance refills to choose from. The Refills work seamlessly with the Base Unit, allowing you to enjoy new fragrances without replacing the Base Unit.

Full video instructions & Q&A are available at Nxgencandles.com/Instructions or by scanning this QR code.

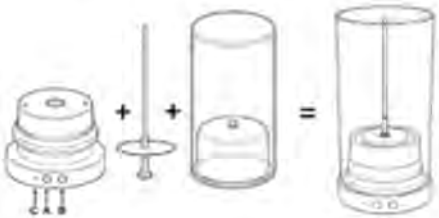
Patent Pending.
NXGEN CANDLES™ is a trademark of NxGen Candles, Inc.

PRODUCT SPECIFICATIONS:

- Glass Vessel Body = 1/16" thickness, 7.0" tall, by 3.15" OD
- Glass Vessel Contents = 15.50oz by volume
- Wax Composition = soy wax blend, infused with natural essential oils
- Number of Wicks = 1
- Base Unit Controller = 1 (included with full set, not included with Wax Body Refills)
- Base Unit Measurements = 3.25" diameter, 2.25"tall
- Product Weight – Full Set = 2lb 9oz

PRODUCT COMPONENT PARTS:

The NxGen Candle System component parts consist of the Base Unit, the Wick Assembly, and the Wax Candle Body, collectively called the "Full Set".



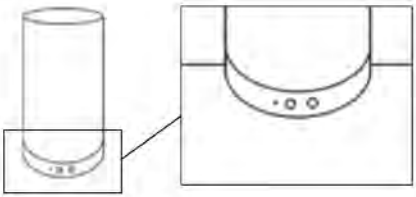
THE BASE UNIT

Contains an electronic assembly that allows the candle to operate with its automated features. A large rubber washer is attached to the outside of the Base Unit that allows the Wax Candle Body to be securely fitted on to it.

BASE UNIT AUTOMATED FEATURES:

Base Unit buttons and light: The Base Unit has 2 buttons and 1 light on the outside edge. The buttons are used to turn on the Base Unit, check battery status, and to set the timer for 1 to 4 hours. The light has several functions including:

1. "Stand-by mode" indicating the power is on (red blinking light)
2. Low battery warning light (solid red light)
3. Timer light display – 4 colored lights indicate how many hours it is set to extinguish
4. "Stand-down mode" indicates unit is shutting down (dim blinking blue light)



TIMER SETTINGS:

The NxGen Candle System is designed with timer settings, allowing you to pre-set the timer to extinguish the flame in 1 - 2 - 3 - or 4 hours.

Setting the Timer:

With the red ready light blinking, press the right button to select the length of burn time desired. **Note:** A timer setting must be set before the Voice Command can be used.

- Press 1x = 1 Hour (Purple Light)
- Press 2x = 2 Hours (Yellow Light)
- Press 3x = 3 Hours (Green Light)
- Press 4x = 4 Hours (Blue Light)

[CONT.]

PRODUCT COMPONENT PARTS:

[CONTINUED]

VOICE COMMAND:

The Voice Command will only work after an adequate wax pool has formed, usually within 10 minutes of lighting. This feature is designed to extinguish the flame from approximately 25 feet away when the command "Candle Flame Out" is announced. Note; a timer setting of 1 to 4 hours must first be set to allow the Voice Command to work after the candle is extinguished by Voice Command or Timer Setting, the Base Unit is designed to automatically pull the wick down in 10 minutes, and again in 15 minutes (total time 25 minutes) to ensure the wick is freed from the wax as it hardens.

THE WAX CANDLE BODY:

- Contains the soy wax formulation and various fragrances of blended essential oils infused into the wax, and the Wick Assembly. The Wax Candle Body and the Wick Assembly are combined as one component. The Wick Assembly includes the wick attached to a metal tab, a 40mm washer, and a magnet attached to the sustainer. The Wick Assembly is designed to move freely up and down inside an opening / shaft in the center of the Wax Candle Body.
- "Candle Flame Out" is announced. Note; a timer setting of 1 to 4 hours must first be set to allow the Voice Command to work.
- After the candle is extinguished by Voice Command or Timer Setting, the Base Unit is designed to automatically pull the wick down in 10 minutes, and again in 15 minutes (total time 25 minutes) to ensure the wick is freed from the wax as it hardens.

INSERTING BATTERIES INTO BASE UNIT:

After unpacking, turn the candle upside down. You will see the battery cover is secured with 1 small screw. Remove the screw, and then with two fingers, press the tabs "back" to release and remove the battery cover. Install four (4) AAA batteries as indicated, then secure the battery cover by pushing the tabs forward locking them into place, then reinstall the screw. NxGen recommends using high grade lithium batteries to provide the longest life cycle between battery replacement.

(Note, a solid red light on the Base Unit will appear when in stand-by mode indicating the batteries are low and need to be replaced. The automated features of the candle will not work with a low battery status.

You'll Need:





Step 1



Step 2

LIGHTING THE WICK:

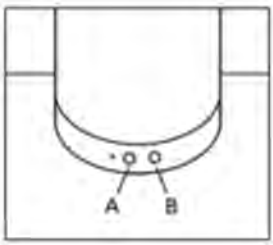
FIRST LIGHTING SHOULD RUN FOR A MINIMUM OF 2 HOURS BUT NO MORE THAN 4 HOURS

Always light the candle wick on a flat level surface prior to activating the Base Unit. The wick comes trimmed to the proper length from the factory and should be standing straight up. After each use you should trim the wick to no less than 3/8th inch (10mm) and no more than 1/2 inch (13mm) . This will allow the longest burn time and provide the most pleasure from your candle. The first time you light the candle let it burn for no less than 2 hours and no more than 4 hours. This helps prevent tunneling and extends the burn time.

SETTING THE TIMER FEATURE:

The Timer is a valuable feature and will help eliminate candle waste.

To set the Timer, press the left button A, 1 time which puts the Base Unit in Stand-by mode, displaying a blinking red light (if the red light stays solid, that indicates a low battery warning, and unit will not function until batteries are replaced), then press the button B on the right -1 time for 1 hour (Purple Light displayed), 2 times for 2 hours (Yellow Light displayed), 3 times for 3 hours (Green Light displayed), and 4 times for 4 hours (Blue Light displayed).

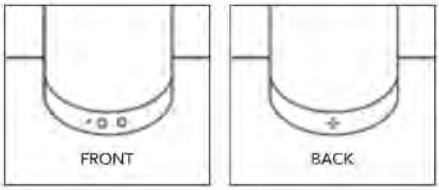


Stand-down Mode:
When the candle extinguishes after the Timer expires, it will enter stand-down mode, indicated by a dim, blinking blue light. Stand-down mode is designed to pull the wick down one additional time after the candle has been extinguished. This helps break the wick away from the hardening wax, allowing the extinguish feature to work more quickly the next time the candle is lit. Stand-down times vary from 20 to 30 minutes depending on the selected Timer setting.

Low Battery Feature:
The Base Unit is designed to override the Timer settings and self-extinguish when the batteries are almost depleted. Note, the Timer setting may vary a few minutes of programmed time.

USING THE VOICE COMMAND:

After you have lit the wick and activated a timer setting, the candle must burn for a minimum of 10 minutes before the Voice Command will function properly. Place the candle microphone in the direction the Voice Command will come from. Note: Microphone is located 180 degrees opposite side of buttons.

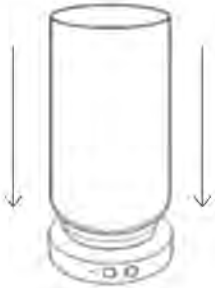


From a distance of up to approximately 25 feet when you speak the command "Candle Flame Out", all NxGen Candles™ within range will automatically extinguish. Note; Background noise from a TV or other source may affect the Voice Command activation. If Voice Command does not extinguish the flame, either you did not speak the command loud enough, or not enough time has passed to release the wick from the hardened wax. If this occurs, the candle will go into stand-down mode indicated by a dim blinking blue light. You will need to override the stand-down mode to reset the Voice Command. To override the stand down mode, do the following: with the dim blue light blinking, press the left button once, a red blinking light will appear resetting the Base Unit into stand–by mode, now press the right timer button one time to reactivate the Voice Command, then wait 5 minutes of burn time before announcing the Voice Command.

REPLACING THE WAX CANDLE BODY:

• When the Wax Candle Body is used up, and it's time for a Refill, we make replacement super easy. Before replacing the Wax Candle Body, the current candle wax must be cooled and hardened for at least 1 hour from last use. To replace the Wax Candle Body, simply remove from the Base Unit by holding it in one hand, and holding the Wax Candle Body with the other hand, pull the Wax Candle Body up and off with a slight twisting motion.

• Refills come with the Wick Assembly pre-loaded. Before placing the Refill on the Base Unit, check that the Wick Assembly has not moved down in the Wax Candle Body more than ½ inch. If it has moved down more than ½ inch, gently push it up with your finger, taking care not to bend or distort the wick. Then press the Refill down over the rubber gasket on the Base Unit until it is fully seated.



BEFORE FIRST LIGHTING OF WAX CANDLE BODY REFILL:

Before lighting a Refill, verify that the wick magnet has properly connected to the Base Unit magnet. The connection is designed to be automatic when you place a Refill onto the Base Unit. However, in some cases the connection may not be made. To check if the magnetic connection has been made, follow the directions below.

Testing The Magnet Connection:
When you insert the Base Unit into the bottom of the Wax Candle Body, you should hear a distinct "click" sound, confirming the magnets have connected.

To verify the connection, pull the Base Unit down (no more than ½ inch) while you observe the wick at the top of the candle. If a successful magnet connection was made the wick will have moved down. In this case, push the Base Unit back onto the Wax Candle Body. If the wick did not move down, then the magnetic connection was not made. In this case, see the next section below or go to our website, www.NxGenCandles.com.



Re-Connecting the Base Unit Magnet with Wax Candle Body Refill:
Remove the Wax Candle Body from the Base Unit with a slight twisting motion. In the bottom of the Wax Candle Body Refill you will see a metal tab with the Wick Assembly. Pull the metal tab (wick assembly) out of the candle body no more than ½ inch. Slowly reinsert the Base Unit into the Wax Candle Body, you should hear a "click" sound.

The click sound confirms the two magnets have successfully connected. Wax Candle Bodies are designed to be easily changed with a different fragrance. Follow the above steps when changing Wax Candle Bodies. NOTE; When changing the Wax Candle Body, make sure the wax has hardened completely on the current Wax Candle Body. This is essential to prevent wick shaft blockage or damage to the Refill.

CANDLE BURN TIME:

Candle burn life for a new Wax Candle Body is approximately 50 hours. The candle will burn down to approximately 2.5 inches above the bottom of Wax Candle Body. The 2.5-inch space is occupied by the Base Unit. You may achieve extended burn time beyond 55 hours if you leave the candle burning for a minimum of 2 hours and no more than 4 hours, upon first lighting. This will allow the wax to form a memory and result in more efficient burning of the wax. It also helps to prevent "tunneling" which commonly occurs, (tunnelling is when a candle burns down the center leaving the outer portion solid or un-melted).

IMPORTANT THINGS TO REMEMBER:

DO NOT BE THE VICTIM OF A CANDLE FIRE. CANDLES WITH AN OPEN FLAME CAN BE DANGEROUS. NEVER LEAVE A BURNING CANDLE UNATTENDED, ESPECIALLY IN THE PRESENCE OF CHILDREN OR PETS. DO NOT PLACE CANDLES NEXT TO, ON TOP OF, OR NEAR ANY FLAMMABLE SURFACE OR MATERIAL.

Low Battery Indicator - Will be activated when the RED LIGHT stays solid after pressing the activation button. This indicates the batteries are almost depleted and none of the automated features will function with low batteries. If you try to re-activate the Base Unit with low batteries, it will not function.

Light will stay solid Red and the Base Unit will not activate until the batteries are replaced. When the Base Unit is turned on and the battery charge drops below the operating range, the Base Unit will automatically override all settings and auto extinguish.

NEVER REMOVE OR REPLACE THE WAX CANDLE BODY FROM THE BASE UNIT WHILE THE WAX IS STILL HOT OR IN LIQUID FORM.

If you remove or replace the Wax Candle Body from the Base Unit while the wax pool is still hot or in liquid form, hot wax will run down the wick shaft channel causing permanent damage to the Base Unit and or the Wax Candle Body.

If the Voice Command does not work – Refer to "Using Voice Command," # 3 & #4 noted above, or call customer service at 844-4-My-NxGen or 844-469-6943.

If a Solid Pale Blue Light appears – This is a secondary low battery indicator. To reset this function, remove the batteries and reinstall them.

If after inserting or replacing batteries the Base Unit will not turn on – Remove the battery door and check that the batteries are properly installed with correct positive and negative polarities. Make sure to use batteries that are fully

THINGS TO DO:

• Light your NxGen Candle any time, day or night, to enjoy hours of enjoyment.

• When you light the candle for the first time, it should remain lit for 2 to 4 hours.

• Make sure to order refills before you need them. Refills are subject to availability. WWW.NXGENCANDLES.COM

• Remember to replace batteries when the indicator shows a low battery signal.

• You can use any Refill on the Base Unit and change them out as desired.

For video tutorials and troubleshooting go to our website, WWW.NXGENCANDLES.COM and click on the resources tab, then click on video tutorials.

NXGEN CANDLES™ is a trademark of NxGen Candles, Inc.

Please feel free to call our Customer Service Department at 844-4-My-NxGen or 844-469-6943.

THINGS NOT TO DO:

• Do not try to activate the automated features of the candle until an adequate wax pool has formed, usually within 10 minutes.

• Never remove a Wax Candle Body from the Base Unit while the wax is hot or in liquid form. Doing so may result in injury or damage to the Wax Candle Body and or Base Unit. Let the candle cool for at least 60 minutes before removing the Wax Candle Body from the Base Unit.

• Customer service is available at: 844-4-My-NxGen or 844-469-6943, M-F from 8am until 5pm Pacific Standard Time, and Saturday from 10am until 4pm, closed Sunday.

FAQS

How long should I burn my candle when I first light it?
When you light the candle for the first time, it should remain lit for a minimum of 2 hours and no more than 4 hours. This allows the wax to form a memory and will help with an even wax pool on subsequent lighting and provide the longest life of the Wax Candle Body. This also helps eliminate the tunneling effect that is common with traditional candles.

How long is it recommended to burn a candle?
Industry safety standards recommend no more than 4 hours at a time.

What if a problem occurs with the Voice Command?
Make sure the Microphone is facing the direction the command is coming from. Speak the command "Candle Flame Out" clearly so the command carries across the room. Background noise may interfere with the Microphone pickup.
If the Voice command does not extinguish the flame, either you did not speak the command loud enough or not enough time has passed to release the wick from the hardened wax. If this occurs, the candle is designed to go into stand-down mode indicated by a dim blinking blue light. If you need to override the stand-down mode to reset the voice command function do the following; with the dim blue light blinking press the left button once, a red blinking light will come on resetting the Base Unit into Stand–by mode, now press the right timer button to any timer setting to reactivate the Voice Command and try again after 5 minutes of additional burn time. If you experience continued problems visit our website at www.nxgencandles.com or contact customer service.

What if I take the Wax Candle Body off the Base Unit before the wax was hardened, and the wick shaft becomes plugged?
This may be fixed by following the instructions found on our website under the video tutorials tab. If you are unable to fix the problem, contact customer service.

What do I do if the wick forms a "mushroom/head" while it is lit?
This is a common occurrence with most candles. If this occurs, extinguish the flame and let the wax harden. Then trim the wick cutting the "mushroom/head" off, leaving the wick no more than a maximum length of ½ inch above the hardened wax. Note; if any debris from the wick falls onto the wax while trimming, you can simply turn the candle sideways and blow it out but make sure the wax has hardened before turning it sideways.

How should I clean the Base Unit?
Never submerge the Base Unit in any liquid. If the Base Unit requires cleaning, use a clean damp cloth and lightly wipe off any debris. If wax gets on the Base Unit, put an ice-cold compress on the wax for 20 to 30 seconds, then with a soft plastic or rubber device gently scrape off the wax. Make sure not to damage the surface and keep debris out of the opening at the top of the Base Unit.

Can I talk with a live person for help?
Yes, absolutely. Our professionally trained in-house customer service team is here to help with anything you might need. Please do not hesitate to call us during regular business hours, 844-4-My-NxGen or 844-469-6943, M-F 8am to 5pm Pacific Standard Time, and Saturdays 10am to 4pm, closed Sundays. Remember to complete our phone survey after your call, it is important for us to know how we did and how we can best be of service to you. When you complete the survey, you will automatically receive promo credits on future product purchases.