

“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 it completely. The easiest way to do that is to place it face down on the ground/table, or cover 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 will be dull periods in every year where even the best positioned solar lights will struggle.

Location, location, location!

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 position. So long as the solar panel gets a reasonable amount of direct sunlight through out the day you will get reasonable performance in Autumn, Spring and Summer (especially in Powersaving mode). If you are looking for reasonably consistent winter performance then you will need an unshaded south, south-east or south-west facing spot.

Installing your light

Please do not try and force your light or solar panel into hard ground by pushing down on the solar panel or the light. **Accidental damage caused to the stake, pole, light or solar panel is not covered by your warranty.** Before installing your Shard and solar panel, please remember that there is around 2.5m of cable between the Shard light and the solar panel.

Stake Mounting

Remove the metal deck mounting bracket from the bottom of the Shard light by removing the two screws on either side. Locate the shard spike and solar panel spike. Make 2 holes (one for the Shard and the other for the solar panel) no more than 2.5M apart and roughly 6 inches deep 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 try again. Once you have made the two holes push the spikes into position. The collar on the solar panel spike and the base of the cup on the Shard spike should both be flush with the ground. Now take the Shard light and gently secure it to the spike and then take the solar panel and slide it into position on the spike. Once the solar panel is installed, loosen the screw bolt and tilt the panel to receive the most amount of light before tightening the screw bolt back up again.

Deck/Wall Mounting

Remove the metal deck mounting bracket from the bottom of the Shard light by removing the two screws on either side. Secure the deck mount to your decking and then place the Shard onto the mount and reattach the two screws. Remove the spike from the solar panel mount and offer it up to your intended location. Mark the two holes on either side of the collar and then fix the bracket using the supplied screws and screw plugs. Gently slide the solar panel onto the mount. Once the solar panel is 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

Simply slide the switch to S for standard mode (full brightness) or P for Powersaving mode (half brightness). In Powersaving mode the Shard will appear dimmer, but it will use half the power versus standard mode and will therefore work for twice as long each night. We recommend using P mode when the clocks go back in October and S mode when the clocks go forward in March.

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 nearly always just struggling to charge. 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 shinning too close to your solar panel after dark. Light coming from other outdoor lights (such as security lights or streetlights), 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. If it does turn on you will need to either tilt the solar panel away from the light that is causing the issue or move the solar light. Ultimately, if your light doesn't work after a few sunny days switched off in a completely unshaded spot, and you have checked for light interference, then you may well have a fault so please contact your retailer or contact us on the details below.