



Product FAQs

Information on our wax and accessories

Answers to several commonly asked wax and accessory questions.

Wax

How are votives packaged?

Most votives are sold by the dozen and packaged in boxes of 6. This allows your Hostess/Guest to choose two scents (within the same price range) for every dozen purchased.

How are tealights packaged?

Tealights are packaged and sold in boxes of 12.

How do I find out if a specific ingredient is used in PartyLite candles?

If a customer needs ingredient information (usually due to an allergy), contact Customer Support with the specific ingredient and this information will be provided.

How do I remove wax from carpet/fabric?

To remove wax from fabric or carpeting, please contact that product's manufacturer for instructions. You may advise them that PartyLite uses oil-soluble dyes. Many materials could contain synthetic fibers that can melt if exposed to extreme temperatures, so PartyLite does not recommend removing wax with heat.

What are the burn times for our candles?

To view the burn times for our candles, refer to the PartyLite Product > Product Information section of the online Learning Center. This information can also be found in the Product section of the Consultant Guide (paper copy).

Should the label from the bottom of the 3-wick be removed?

The bottom label should stay on the candle. The wicks are inserted after the molding process and the label is needed to secure the wicks.

Should I trim the wicks on my 3-wick candle to ¼”?

We do not recommend trimming the wicks on a 3-wick candle, however due to laws in California regarding certain diameter candles, this statement is on all 3-wick boxes.

How can I recycle the plastic tealight cups?

The recycle code appears at the bottom of your cup. Refer to your local phone book to locate a recycling center. They will be able to advise you if they recycle that type of plastic.

Can we advise that our candle fragrances are therapeutic?

The Company does not support any therapeutic claims associated with our fragrances, and asks that these claims not be made in connection with our products. This policy helps protect you as well as the Company from any potential liability.

Is there anything special I should do before burning my candle?

For best results, you should trim the wicks to 1/4" before each lighting, with the exception of tealights and 3-wick candles. For more details on how to get the most out of our candles, refer to the PartyLite Product > Product Information section of the online Learning Center. This information can also be found in the Product section of the Consultant Guide (paper copy).

How safe is a PartyLite paraffin candle?

The paraffin used by PartyLite is food-grade only, according to the standards set forth by the U.S. Food and Drug Administration (FDA). This same paraffin is used to coat paper cups, which we use to drink water, juice and soft drinks. Liquid paraffin is an important ingredient in skin moisturizers.

When we receive it, it is so fully refined it is a light, nearly translucent color. The only other additives are the fragrance and colorant, both in small quantities and meeting international purity and safety standards.

Sometimes a Customer may ask you about claims they have heard about paraffin candles. Assure them that PartyLite is very diligent in complying to the high international standards for candle purity and safety.

Are our wicks lead-free?

PartyLite's wicks and sustainers are lead free. The wicks are made from 100% unbleached cotton, or cotton braided or wrapped around an unbleached paper core.

My customer has advised me that she is noticing soot on her walls from our candles. What is the appropriate response?

Soot is a natural by-product of incomplete combustion and is comprised of burned carbon particles. Fireplaces can cause soot, as can wood-burning stoves, furnaces, smoking products such as cigarettes, pipes, and cigars, pilot lights and even cooking.

Air circulation patterns, created by heating or air conditioning systems, cause these particles to concentrate on various surfaces, or because of static electricity, to collect on or near electrical appliances, televisions or computer screens.

Quality candles, such as PartyLite's, burn with a minimum of soot if the wicks are kept trimmed while burning and are kept away from drafts.

Accessories

Where is the list of component (replacement) parts located?

This list is available on my.partylite.com under Resource Center > Product Information > Suggested Retail Price List.

How long are component parts available on discontinued items?

The items are available for six months, while supplies last.

How do I know if a product is food-safe?

Please refer to the description in the catalog. If an item is food, dishwasher or oven safe, it will be included in the description. If the description does not specifically state this information, the product has not been tested for these properties and PartyLite does not recommend their use in that manner.

How do I clean my PartyLite product?

Please refer to the insert that was included with your product. This will give cleaning instructions specific to that piece. Please do not use cleaning products, abrasives, or clean in the dishwasher unless otherwise stated, as this may damage the product. General accessories care information is available in the PartyLite Product > Product Information section of the online Learning Center. This information can also be found in the Product section of the Consultant Guide (paper or CD-ROM).

Can I add food coloring to the water I put in my resin or porcelain pieces?

Do not add food coloring to the water in any product as it may discolor the piece. We occasionally do add coloring when taking photographs, but this is only to allow the water to be more visible.

Why do some votive holders include a glass cup and others do not?

After extensive testing, we determined that some pieces perform better with a glass cup.

How do I know if a perceived minor flaw in a product is a defect?

Some details that may be perceived as flaws may simply be part of the natural process of a unique, handmade piece. Please refer to the product insert that is provided with the piece for more information.

May I use our wax in another company's holders, or vise-versa?

We would not recommend this, as we have not tested our holders or wax for use with other companies' product. If problems arise when using our product with another company's, it would not be covered by our warranty.

Are our crystal pieces Waterford Crystal?

Although our lead crystal products may be manufactured in European facilities that also produce Waterford Crystal, they are not a Waterford Crystal brand.

Why should the Reed diffuser refill oils and Scents of Ambiance oils be used in their designated containers only?

The reed diffuser oil is designed to work with natural reeds just as the Scents of Ambiance oils are designed to work with a porcelain wick. The oils will not perform properly if used with other items, or if mixed.

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