

Frequently Asked Questions

Q: Your website indicates my retailer carries ForeverBright, but I can't find it, so what should I do?

A: All of the retailers listed on our website carry the ForeverBright product line, but many retailers do not stock our products in all of their locations. If the location you shop at does not carry ForeverBright, please speak or write to the store managers, letting them know you're looking for ForeverBright LED light strings. Store managers want to know when someone is looking for a particular product. They can request inventory from corporate distribution centers or they can alert home offices about customer requests. Your opinion is very valuable to store managers, so please share it with them.

Q: Can I find your product without lead in the wires? What are the hazards?

A: ForeverBright lights use standard wire (containing trace amounts of lead). This is the same as every other light string manufacturer that we know of. We choose wire suppliers who claim the lowest lead content that still meets all insulation safety standards. Decorative light strings sold in the State of California require a label alerting consumers to the lead contained in the wire insulation. We print this warning on all of our products, regardless of where they're sold. The potential hazard is controversial because the actual amount of lead is minute, and because studies conducted on people handling such wire every day for years have been inconclusive. We neither endorse nor oppose the wire insulation standards, but do recommend washing hands.

Q: My lights are not working properly...what should I do?

A: ForeverBright defects are below industry average rate but they do occur and sometimes even in a batch, depending on cause. Several possible causes exist and it is seldom possible to determine this from a problem description. The far most likely cause is poor contact in "push-

in” sockets, but this is often difficult to see. Sometimes lightly twisting a socket fixes it. If this doesn’t work, we recommend returning the set to the retailer and using its guarantee. This also allows us to find the cause and possibly make improvements. We sincerely apologize for any such disappointment and inconvenience.

Q: How do I use my 5-year guarantee?

A: Keep your receipt. If the light set fails within 5 years of purchase, you may return it with the receipt to the store in which you purchased the set for a full credit or exchange. We do not sell directly to the public, so we are unable to perform this customer service directly. Altering light strings, such as mixing LED colors (see below), is dangerous and it voids the guarantee.

Q. One of my LEDs was out of its socket when opening from box. The light string works when re-inserted one way but not the other, how can I tell?

A: This must have occurred during shipping, as each set is tested several times, lastly just before insertion into its box. It seems this problem is already fixed by inserting the LED via one of the two ways. However, sockets are keyed with a flat spot on one side, so it is much easier to insert the LED correctly.

Q: The maximum number of light strings connectable together is stated as only three, the same as traditional mini-lights, why?

A: The short answer is that this remains a UL safety requirement for 2002. ForeverBright products use standard plugs and connectors for convenience. Since traditional light strings can be connected with ForeverBright sets, the “three string maximum” ensures that adding traditional lights does not overload the wires. We fully support UL standards and product labeling requirements as they’ve been enacted to help assure public safety.

Q: What is the power consumption?

A: ForeverBright LED light strings typically consume very nearly 2 Watts each for single lengths. Double or triple sets consume proportionally more power. A set of 150 LEDs uses twice the power (4 Watts) of a set of 75 LEDs.

Q: What is the brightness?

A: Brightness varies with LED color and increases every year with advances in LED technology. Just as 2002 ForeverBright models are much brighter than their 2001 counterparts, the 2003 models will be significantly brighter than those available in 2002. In addition, for 2003 and onwards, we will offer a line of extremely bright grade light strings (which use very expensive LEDs) for the specific needs of commercial installations. These strings are rarely sold in stores due to their much higher price, but our distributors often carry them.

Q: I'd like a different color combination. Can I interchange different color LEDs?

A: No, and please don't try! LEDs of different colors have different electrical properties (current as function of voltage). Substituting different color LEDs generally results in either a very dim set (current too low) or one that damages the LEDs and quickly fails (current too high). It is generally dangerous to alter LED light strings in any way; this also voids their guarantee.