

Frequently Asked Questions

How come your prices are lower than most other sites selling Illuminated products?

The short answer to this question is, we have less mark-up. Illuminated Wholesalers can offer true wholesale pricing as we source direct from the manufacturer, allowing us to pass on savings to our customers.

Many sellers of Illuminated furniture have prices that make them simply too expensive for most hire companies and venues to purchase in large amounts. Illuminated Wholesalers realise that by offering these products at wholesale pricing many more customers will be able to invest in a larger inventory.

Do your lower prices mean that your products have less features than more expensive ones?

Not at all. Illuminated Wholesalers Illuminated products have the same and in some cases more features than more expensive brands. When you look at brands on the market you discover that a lot have the same features such as cordless operation (once charged), remote control with approximately 16 colours, made from lightweight yet strong Polyethylene (PE), etc. Unlike most other brands, Illuminated Wholesalers Illuminated products use UV stabilised PE and also feature a brightness control.

Illuminated Wholesalers offer true wholesale pricing as opposed to high mark-up - this is the reason our prices are lower than others.

Are they manufactured and certified to Australian Standards and conditions?

Yes. Illuminated Wholesalers Illuminated products in our outdoor range are manufactured to withstand harsh Australian conditions with a UV protection formula used in the PE material. You also receive a FREE cleaning and protection kit with each of our products so that they can remain in pristine condition.

The LED units and the powered chargers are certified under CE and EU RoHS that meets Australian Standards.

Do Illuminated Wholesalers Illuminated products include everything I need for operation?

Yes our products include everything you need, including a charger, remote, easy-to-understand instruction manuals and a FREE protective cleaning kit. When you receive your product all you have to do is plug it in for an initial charge and away you go.

What warranty do I receive?

Illuminated Wholesalers offer a 12-month 'peace of mind' warranty to protect your product. All products are tested prior to being sent from our Queensland warehouse to you. In the unlikely event that you have an issue with our products during the warranty period, we will arrange for repair or replacement. Please refer to the warranty page for more details.

How long will my Illuminated Wholesalers Illuminated product take to charge?

This will take approximately 3 – 5 hours to fully charge, although it is best to recharge each time for a period of 12 hours.

How long will my Illuminated Wholesalers Illuminated product last once charged?

The amount of time your product will last on rechargeable batteries will vary depending on the setting you select. Most Illuminated Wholesalers products will last from 8 to 12 hours or more.

How do I clean my Illuminated Wholesalers Illuminated product?

By simply using the FREE cleaning and protection kit included with each product. Alternatively you can use a damp cloth with plain water or dishwashing detergent mixed with water for products that have had a big night. Never submerge the product in water or hose the base where the LED unit is located.

Can I leave Illuminated Wholesalers Illuminated products outside in the sun?

Most products can be left outside for extended periods but some cannot. The PE material most are constructed from include UV protection, but like all products left outside in the harsh Australian environment, over time they may discolour. In order to ensure a long life for your Illuminated Wholesalers product, it is recommended that they are placed under cover when not in use for an extended period.

Can I leave Illuminated Wholesalers Illuminated products outside in the rain?

Most Illuminated Wholesalers products are designed for outside use but some are not. The only part of the product that rain may damage is the area where the power adapter plugs in. To reduce the risk of water entry, make sure that the rubber plug is correctly plugged in to this area whenever the power adapter is not plugged in. Also ensure that rain is able to drain away from your product and it is not sitting in a low area where rain may pool.

How long do the LEDs last and are they energy efficient?

Light-emitting diode (LED) lamps have a life span of over 50,000 hours (as opposed to a typical bulb which lasts 2,000 hours). That's the equivalent of 8 hours use every day for 17 years!

LEDs are also incredibly energy efficient using up to 95% less power than traditional bulbs. This means that Illuminated Wholesalers Illuminated products can be used in large numbers without being costly.

Are Illuminated Wholesalers Illuminated Products durable against being moved around or even knocked over?

Because LEDs do not have a filament, they are not damaged under circumstances when a regular incandescent bulb would break. LED's are highly resistant to jarring and bumping from being transported in trucks or from being moved around a venue.

Are the LEDs in Illuminated Wholesalers Illuminated Products safe for the environment?

Unlike fluorescent bulbs, environmentally friendly LED lighting contains no mercury or other toxins making them safe to work around and dispose of.

Do Illuminated Wholesalers Illuminated Products get hot during use?

LEDs produce 3.4 btu's (British thermal unit) per hour, compared to 85 for incandescent bulbs. The bulbs do not cause heat build-up which means they are cool to the touch and ideal for heat-sensitive lighting arrangements. Common incandescent bulbs get hot and contribute to heat

build-up inside a product and the room they are used in. LEDs prevent this heat build-up, thereby making them safe and also even helping to reduce air conditioning costs.