

**ClevaPure™ Salt Lamp & Humidifier**  
Commonly asked Questions & Answers



Question	Answer
<b>Can I get spare salt rocks for the lamp?</b>	The ClevaPure™ Salt Lamp & Humidifier comes with extra authentic Himalayan salt rocks so you will have spares to hand if needed.
<b>Do the Himalayan Salt rocks run out? When do these need to be replaced?</b>	The Authentic Himalayan Salt Lamp rocks will last as long as the life of your lamp. It's true that traditional Himalayan Salt Lamps have been known to 'sweat', especially in climates that has more moisture in the air. However, even if you live in a very moist climate, your Himalayan Salt rocks will never shrink or melt away.
<b>I see that your ClevaPure Salt Lamp can use aromatherapy oils. Are these safe for babies?</b>	<p>That is a great question. The ClevaPure Salt Lamp &amp; Humidifier can be used as a diffuser. By adding some baby safe aromatherapy oils into the water reservoir (with water) it diffuses the oil and water particles into the air, so this is a very safe way to enjoy essential oils.</p> <p>We would recommend not using heavily scented or camphorated oils (eucalyptus, tea tree, peppermint, etc) and have suggested some lighter oils in our blog article which you can read <a href="#">here</a>. We would never recommend that oils be used topically (directly on the skin) for babies.</p>
<b>I use the lamp for the baby at night but it keeps shutting off. Why is this?</b>	There are two settings on the ClevaPure Salt Lamp, one for mist and one for the light. If you are running it on the mist setting, the lamp will automatically shut off when the reservoir runs dry. If you want to keep the light on all night as a nightlight, we suggest using the light only setting.

<p><b>The instructions that come with the lamp say suitable for 8 years+. Does that mean it can't be used for babies?</b></p>	<p>The lamp itself can be enjoyed from new born onwards. The 8 years minimum age limit is for the operation of the lamp. We don't recommend children under this age operate this lamp so we advise keeping it out of reach of babies and young children.</p>
<p><b>Is the ClevaMama ClevaPure Salt Lamp suitable to use in the bedroom assisted by an adult for a 2 month old baby?</b></p>	<p>Yes, the ClevaPure Salt Lamp is suitable for use in your baby's bedroom under adult supervision. Please follow the care instructions included with the lamp.</p>
<p><b>I have bought the ClevaPure salt lamp, it's a lovely product, for my son's room. How do you keep it clean?</b></p>	<p>Keeping your ClevaPure Salt Lamp clean is very easy. We would recommend simply wiping down the outside of the lamp with a slightly damp cloth to remove any dust. Always empty and dry the reservoir after use. Before storing, make sure the humidifier is clean, dry and empty of water.</p>
<p><b>I recently bought your ClevaPure Salt Lamp, how long do I use it? Do I leave it turned on all the time?</b></p> <p><b>Why are there extra stones? Do I need to change them after a while?</b></p>	<p>The salt lamp works for up to 6 hours on continuous operation or 12 hours on intermittent on the mist setting. If you are using the diffuser, it will automatically switch off when the reservoir runs out of water.</p> <p>The stones don't need to be changed unless for aesthetic reasons. These are spares that the manufacturer included with the lamp.</p>
<p><b>Is the ClevaPure Salt Lamp suitable for older children?</b></p>	<p>The ClevaPure Salt Lamp is suitable for all ages as it helps to moisten the air in your child's room and will help to ease congestion, soothe sore throats/coughs and relieve skin irritations, all of which are exacerbated by overly dry air.</p>

<p><b>How close should the ClevaPure Salt Lamp be to baby's crib?</b></p> <p><b>Should it be turned off at night?</b></p>	<p>The ClevaPure Salt Lamp should be kept out of your child's reach and the power cord kept from hanging over countertops. The lamp is suitable for use in rooms of up to 20m squared so you can place it anywhere in a room of this size.</p> <p>The salt lamp works for up to 6 hours on continuous operation or 12 hours on intermittent on the mist setting. If you are using the diffuser, it will automatically switch off when the reservoir runs out of water. Or you can leave it on simply as a night light on the light only setting.</p>
<p><b>I need to get a replacement bulb for my ClevaPure Lamp. Which bulb do I need?</b></p>	<p>2 spare bulbs are included with your ClevaPure Salt Lamp &amp; Humidifier. The bulb is a halogen bulb with the following number: G4: 24V: 10W.</p> <p>To replace the halogen lamp: Turn water tank upside-down, rotate to open the lampshade and remove the halogen bulb. Then replace the working halogen bulb and lampshade by using the same method.</p>
<p><b>I just received my lamp and there is no plug in it!</b></p>	<p>The plug is contained inside the ClevaPure Salt Lamp. Please check inside.</p>
<p><b>Is it possible to use the salt lamp humidifier without the light?</b></p>	<p>Yes, the ClevaPure Salt Lamp has two separate settings for the humidifier and the night light. You can use both, or one at a time.</p>
<p><b>How do I clean the diffuser part of the Salt Lamp, please?</b></p>	<p>To clean the diffuser</p> <ul style="list-style-type: none"> <li>• Remove the cover. Empty the water from the water tank away from the air outlet.</li> <li>• The ceramic disc should not come in contact with any hard or sharp objects.</li> <li>• To remove possible build up, gently use a cotton swab dipped in white vinegar to wipe out the inside.</li> <li>• Dry with a soft cloth to avoid mineral build up.</li> <li>• Do not use strong cleaning agents.</li> </ul>

<p><b>The salt rocks in my lamp are all wet. Why is this happening?</b></p>	<p>Salt absorbs wet air so do not place it in humid/ outdoor places.</p> <p>We recommend to keep the lamp turned on to make it more effective. Salt's physical property is to absorb moisture particles in air. If the salt lamp is turned off, the moisture cannot be evaporated through the heat, and the surface of the salt lamp will "deliquesce" into salt water, lamp is unable to play its role. The power consumption of salt lamp is very low. A lighted salt lamp never fades, it could last for decades.</p> <p>P.S. deliquescence: when some chemicals are placed in the air or in the environment with moisture, they will absorb the moisture and produce chemical changes with the moisture (so the form and chemical properties have changed), which is called "deliquescence".</p> <p>Please make sure all electric parts are dry before started using the salt lamp. If there is dust on the salt rock surface, it would be best to only use a dry towel to wipe it. Do not soak the salt rock or wipe it with water. The salt rock's surface is rough, smooth towels will clean it better.</p> <p>Salt absorbs wet air so do not place it in humid/ outdoor places.</p>
<p><b>How to store if the salt lamp is not going to be used for some time</b></p>	<p>The physical characteristic of salt rock is to absorb moisture in the air, which can evaporate through the temperature of the bulb. If the salt lamp is turned off, the surface of the salt lamp will "deliquesce" and slowly turn into salt water. This may occur when the weather is very humid or near the coast.</p> <p>If you can't turn on the salt lamp for a long time (such as going abroad), to prevent the light bulb and wires from getting wet, we recommend pulling it out from the bottom. Then wrap salt rock with a plastic bag or food wrap, and place it in a dry place to prevent it contact with water particles.</p>
<p><b>What to do if the salt lamp is wet</b></p>	<p>This can happen when the light bulb wasn't turned on for a period of time.</p> <p>You only need to wipe the salt rock surface with a dry towel and light it for 24 hours.</p>

**My Salt Lamp light no longer comes on. Can you please help?**

In the uncommon occurrence that there is an issue with the lamp please check the following first:

That the component parts of the lamp are sitting together properly.

That the reservoir is not overfilled (please try less water in the reservoir).

The bulb may have ceased to function (there is a spare bulb in the box)

The ClevaPure Salt Lamp has light-touch buttons so check you are not pressing too hard.

If none of these fixes work, please send a short video showing the fault and advise us of the batch number. You will find this on the bar code on the outside of the box.