

MODERN LANTERN FAQs

- **WHERE DID THE CONCEPT COME FROM?**

From the simple need of home owners or designers like yourself. The reality is not every home has adequate planning of power outlets that align with your interior design needs. So rather than running dangerous lamp and extension cords in, around, and under things to get to an outlet, we designed a way to bring the power of decorative light to just about anywhere you desire.

- **CAN I USE YOUR PRODUCT OUTDOORS?**

Feel free to take your lamp with you anywhere, just be sure to bring it back in with you in case of inclement weather. We are now offering some outdoor models on modernlantern.com!

- **HOW LONG DOES THE RECHARGEABLE BATTERY LAST ON A FULL CHARGE?**

We have lab tested the performance of our battery from 20+ hours on a single full charge.

- **HOW LONG DOES IT TAKE TO CHARGE THE BATTERY?**

Our high-speed charger will have your battery ready to reuse in approx. 3 hours!

- **CAN I USE YOUR PRODUCT EVERYDAY?**

Sure! Purchase an additional battery from us and you can quickly and easily swap them out for continuous use throughout your home.

- **WHERE CAN I BUY AN EXTRA BATTERY?**

Through contacting us only. The use of any other battery will void our product warranty and may be unsafe.

- **CAN I USE ANY BULB?**

NO, please use only our 12V LED bulb. A traditional light bulb will not work with our lamps as they all run on a 12V system. If you have broken our bulb or need a new one, please contact us directly via: support@modernlantern.com

- **HOW BRIGHT IS YOUR BULB AND HOW DOES IT LOOK?**

Our 12V low wattage LED bulb has a nice warm glow and has equivalent output to a traditional 40W light bulb, but ours lasts over 30,000 hours in its lifetime and uses only 3 watts of power! WE ALSO NOW CARRY A BRIGHTER 5W UPGRADE LED TOO;)

- **HOW DO YOU CHANGE THE BATTERY?**

Pretty straight forward really, our user instructions can direct you. Or see our YouTube video for another method. Basically it is hidden in our hinged base and is a simple plug and play, like a digital camera battery.

- **HOW DO I CHARGE THE BATTERY?**

Again please see our user instructions that came with our product or it can be found on our website. But it is not any different from charging your digital camera's battery pack.

- **DO YOU HAVE MORE STYLES?**

New models are quite the investment but we are adding them every year, so stay tuned in ya'll.

- **CAN YOU SHIP OUTSIDE THE 48 STATES?**

We can! but additional shipping fees apply, just email us for a quote.

- **HOW LONG WILL IT TAKE TO RECEIVE MY PURCHASE?**

Our products usually ships in 2-3 days from your time of order and ships FEDEX Ground, so you should receive it within 7-10 business days. We will e-mail you a confirmation number to track its status.

- **WHAT IF I HAVE A PROBLEM WITH MY LAMP?**

Please refer to our User Guide first and see the troubleshooting section. If you still are having issues, please contact us directly via: support@modernlantern.com

- **WHAT IF I AM A DESIGNER OR RETAILER THAT IS INTERESTED IN USING OR CARRYING YOUR PATENTED CORDLESS LAMPS?**

Please contact us at: info@modernlantern.com

We can offer discounted pricing to the trade and we also now offer custom designs for those larger orders!

- **SO... I HAVE A DIFFERENT QUESTION.**

Cool, you're talking to the owners at: info@modernlantern.com so hit us up!