

hellooow

H A N D M A D E

I N S T R U C T I O N + C A R E B O O K L E T

INTRODUCING HELLOOOW HANDMADE

Our clay beaded chandeliers are proudly hand crafted by the women of South Africa.

While a majority of lights are factory produced, our chandeliers have an authentic human story. They're lovingly made by the hands of local women in the South African Midlands of KwaZulu-Natal.

Right at the beginning we made a strategic decision to never work in wood or plastic beads from the East as they do not create work for our people and are also not good for the environment.

All our beads are hand rolled from clay, sun-dried, kiln-fired and then strung carefully onto the frames, creating work for our community, something we are very proud about.

Drawing on African heritage and local craftsmanship, each bead is hand rolled using raw clay from the region. They are then dried, kiln fired and dip-dyed before being masterfully strung onto its unique wrought iron frame.

This handmade process ensures that no two lights will ever be the same.

Initially, our chandeliers were crafted by local women whose lives had been impacted by HIV and so desperately needed an income to support their families. Over time, as our popularity grew, more and more women with differing circumstances approached us for work. As a result our criteria has been broadened to any local woman who is prepared to put in the effort to create something special.

In 2012, 8 ladies were permanently employed. Now, we have over 65 dedicated women rolling beads and creating their own work of art. More importantly, they're making a difference to their local community.

Today our chandeliers can be found lighting up some of the most gorgeous homes, hotels, restaurants and reception centres around the world.

Helloow Handmade, based in the beautiful midlands of KwaZulu-Natal, South Africa, is the brain child of Merewyn de Heer. She started creating ceramic bead jewellery and chandeliers in 2009 and is constantly looking at adding more beautiful handmade items to the range. We also love working on bespoke projects for customers.

We hope you love your special light as much as we do!

INSTALLATION INSTRUCTIONS

This product should only be installed by a licenced electrician in accordance with local regulatory requirements.

- Ensure all relevant power is disconnected prior to commencing.
- Inspect proposed mounting position for suitability.
 - Helloow Handmade chandeliers are rated IP20 so are suitable for mounting indoors and other areas where they are protected from the weather.
 - Refer to Table 1 for the weight to be supported.
 - Inspect the mounting surface and construction to identify a safe and appropriate mounting method for the ceiling plate.

- If not already in place, run suitable cables to the mounting position.
- Fix the ceiling plate in place using the identified suitable method.
- Attached 'S' hooks to provide the desired mounting height. (5 x 120mm are supplied with each chandelier) or use 600mm chain (on request).
- Thread the flex through the 'S' hooks or chain and through the ceiling plate tube into the wiring space where it will be terminated with the fixed wiring, usually under the ceiling cover.
- Connect the brown conductor in the flex to the fixed wiring switched Active/Line, the blue conductor in the flex to the fixed wiring Neutral, and the green/greenyellow fixed wiring Earth/Ground to the earthing tail or the Earth/Ground stud on the ceiling plate.
- For Ornate, Teardrop and Twist designs, fit the side droppers if so desired.
- Fit the lamps by gently parting the beads and reaching in. Refer to Table 2 for lamp detail.

- Connect and test for operation and safety.
- Adjust the strings of beads where they may have become uneven during shipping and installation.

Notes: Sections of chain can be used as an alternative to the 'S' hooks.

Check the lamp specification to identify suitability for dimming.

WARNING: Some chandeliers may be too heavy for one person to manage. Ensure safe work practices are used at all times.



Table 1

Chandelier Size	Maximum Weight*
XS	4kg
S	8kg
M	12kg
L	25kg
XL	60kg

* These are maximum weights. Actual weights will vary with the different designs and bead quantities

Table 2

Pendant Style	Lamp holders	Lamp base	Lamp types		
XS	1	220-240V E14	Halogen 42W maximum	Compact flourescent	LED 3W-12W
S	4				
M	5	or	or	7W-13W	
L	6	110-120V E12	Incandescent 60W maximum		
XL	8				
Dimming			Yes	No	Refer to lamp specification

The Ceiling Plate

Provision must be made for the flexible cable from the chandelier to come through the mounting surface and connect to the fixed wiring, either under the ceiling cup or a suitable adjacent junction box.

NOTE: If terminations are affected elsewhere, an earthing connection must still be provided to the ceiling plate.

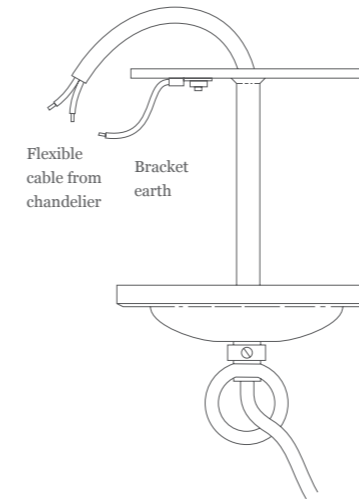


Fig. 1

Open Wiring

Flexible cable from chandelier comes up through the supporting beam and enters the space below the ceiling cup with the supply cable.

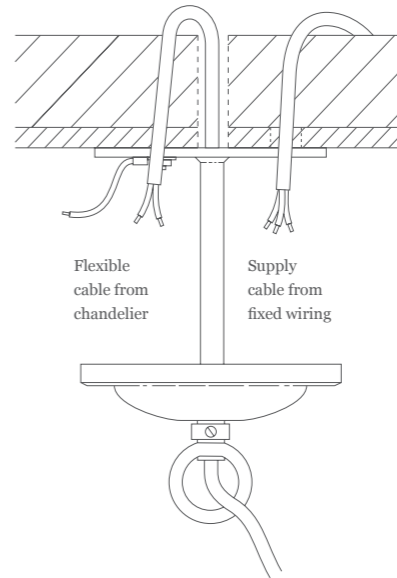


Fig. 2

Conduit Wiring

Mount the ceiling plate over the embedded conduit box. The flexible cable from chandelier can be connected to the supply cable either in the conduit box or in the space below the ceiling cup.

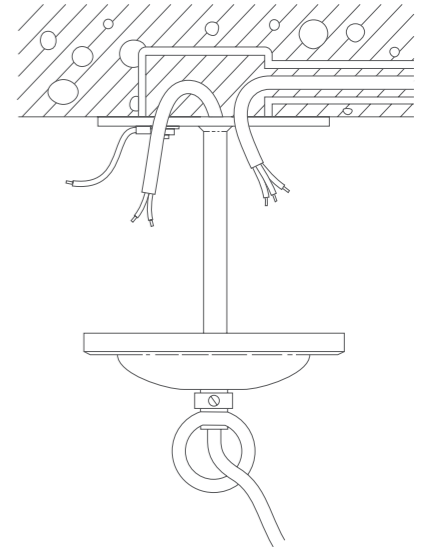


Fig. 3

PRODUCT IDENTIFIER

Every Helloow Handmade product is individually tagged with a Product Identification Number (PIN). This provides traceability of individual product through the production process right through to installation.

Before installation: Note the PIN in the box below for easy future reference. Your PIN can be found hanging on the inside of your wire frame.

Product Identification Number:

Attach your Proof of Purchase and retain for future reference.



Maintenance

Your Helloow Handmade chandelier needs little maintenance to keep it looking like new. Carefully wipe down with a damp cloth to control the dust. If particularly dusty, clean gently first with a hand held vacuum, or a regular vacuum cleaner and upholstery brush. A light feather duster is another good option.

Adjust the strings of the beads where they may have become uneven during cleaning process.

CUSTOMER CARE AND CLAIMS

At Helloow Handmade we have taken utmost care to ensure your purchase arrives in perfect condition. Each item is inspected regularly during production and just before it is despatched to you.

Helloow Handmade

In keeping with their handmade nature, there will always be some variation in size, shape, colour and finish of the beads and components. These minor variations are part of the charm of a handmade product and are not manufacturing faults.

Request for Refund

Unfortunately, as each Helloow Handmade product is made to order, we cannot offer a refund where you made a wrong selection or changed your mind.

