

Health & Safety – Candles

Warning and safety information can be found on the bottom of our candle tins, please ensure you carefully read before burning the candle. **Please carefully read our Health & Safety information before using our candles**

1. Always keep a burning candle within sight and do not ever leave a burning candle unattended, do not leave your candle lit while sleeping, do not use it as a night light.
2. Never place lit candles where they can be knocked over by a child/children or pet/pets.
3. Do not move a burning candle because the container will be very HOT and you could scold yourself.
4. Soy candles are very sensitive to temperature and light, so be careful when storing them for any extended period of time. Store candles in a cool, dry place away from heat, direct sunlight or fluorescent light. Ambient temperature should not be allowed to exceed 20 to 25°C or fall below 0°C.
5. The tins will become hot so always have your candle on a level, heat resistant surface, AWAY from loose clothing, curtains, and other.
6. Heat resistant surfaces are not wooden surfaces, wicker baskets/bowls, please ensure you place the candle on a surface which is heat resistant. We will not be held responsible for any negligence.
7. Ensure the area is well ventilated but avoid drafts.
8. The soy wax, oils and fragrances may cause irritation if you have allergies to these substances. We will not be held responsible for any allergic reactions that may occur from the handling or burning of our candles and/or their packaging.
9. Be sure to burn your candles within sight. Although we have taken precautions to ensure the botanicals are farthest from the wick, if you notice the botanicals start to smoke or catch the flame ensure you do the following:
 - A. Use a candle snuffer when putting out a candle. It's especially important not to blow down at a candle in a container, such as this increases the risk of flaring and hot wax could spatter up in your face.
 - B. Another option for extinguishing a small candle flame is to cover it with a large, clear glass, removing the oxygen and thus smothering the flame - the glass must be clear so that you are able to see whether or not the flame has been extinguished. Do not use the tin/container lid to snuff out the flame.
10. Never use water to extinguish candles. The water can cause the hot wax to spatter.
11. Always leave 10CM between burning candles.
12. Put out candles when they have burnt down to about 5mm from their holders. The National Candle Association states that the reason to not burn the wax in a container or just a candle itself all the way down is SAFETY. A container can become too hot, causing a fire as well as other damage.
13. For best results when burning for the first time allow wax to melt to the sides of the tin to achieve a full "melt-pool" and avoid "tunnelling" and wax wastage. This will allow the botanicals

to become fully submerged into the wax. Be sure to trim the wick after each use by snipping off the burned portion of the wick once cool.

14. Never use a knife or sharp object to remove wax drippings from a glass or tin container.

15. Be very careful if using candles during a power outage.

Additional information

1. My candle looks frosty – why?

This is the common term for “polymorphism” and describes the white coating that sometimes appears on soy candles. Frosting is a perfectly natural effect of using soy wax and is unique to vegetable waxes, particularly soy. It is the natural wax re-crystallising and trying to return to its natural state.

Frosting is a sign that the candle is 100% natural soy wax. Some soy waxes have additives to help prevent frosting, however our candles use 100% natural soy wax, so some frosting is to be expected. Frosting does not affect the performance of your candle.

2. How do I prevent my candle from tunnelling?

Tunnelling is when the candle flame starts to drop below the top of the wax, leaving a dry, hard ring that doesn't melt. Tunnelling is a frustrating waste of wax, so to prevent this from happening, try the steps below:

- The first time you light your candle will dictate the way it burns for future uses.
- Your wick needs to create a large and hot enough flame to reach the outer edge of the wax, so don't trim it yet.
- Let the candle burn for long enough to melt the entire top layer of wax. This takes about an hour per inch in diameter of the container. Don't worry if the wax doesn't melt all the way to the edge, but get it as close as you can. If you only light the candle in short bursts, a small puddle of wax will form and your candle will start tunnelling.
- Once the candle has formed a melt pool all the way to the edge of its container, extinguish the candle and trim the wick if necessary.
- After the first burn, try to let the candle burn for long stretches as often as you can to keep the wax pool wide, and prevent tunnelling later on.

Thank you for taking the time to read through this Health & Safety guide.