



**VerLuce**  
SMART HOME

# Troubleshooting Guide

**Q: My lights won't turn on.**

A: Please ensure that the switch located beneath the heads is set to "ON."

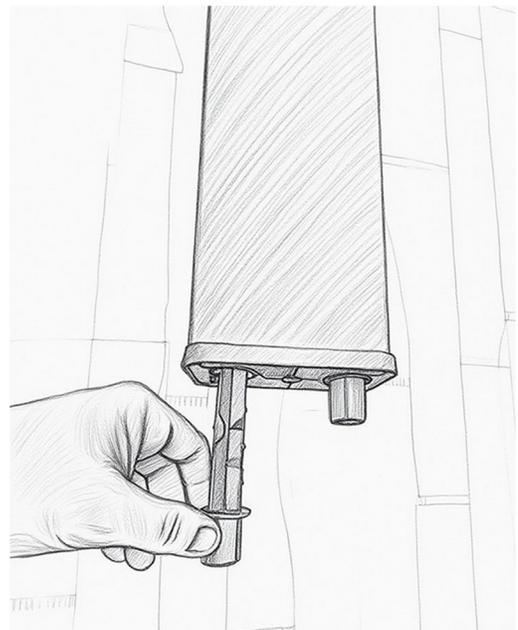
A: Test the lights in a dark room; they will not activate in daylight.

A: Charge the lights using a USB-C cable for fast charging. An orange indicator shows they are charging, which changes to green when fully charged.

**Q: My stakes are missing. Where are they?**

A: The stakes are secured within the base during shipment. Remove them from the base when ready to use.

A: If you require additional stakes, please contact customer service at [contact@verluce.com](mailto:contact@verluce.com) to request complimentary replacements.



**Q: My lights are dim. What's wrong?**

A: Inadequate exposure to sunlight causes the lights to remain dim to preserve battery life. Consider fast-charging with a USB-C cable or relocating the lights to an area with more sunlight. Verify whether your lights are set to MODE I (constant 50 lumens) or MODE II (50 lumens with 400 lumens motion sensing).

**Q: I have a broken part. Is it under warranty?**

A: Most components are covered by warranty. Please email [contact@verluce.com](mailto:contact@verluce.com) to request free replacement parts. We strive to reply promptly, typically within a few hours.

**For further inquiries or concerns, please email [contact@verluce.com](mailto:contact@verluce.com). Our team will respond as quickly as possible, usually within a few hours.**