

Are Your Activ Lites Not Working?

We understand how disappointing that can be. Fortunately, we've got solutions....

★★★★★ **Here's How to Get Your Activ Lites Working Fast!** ★★★★★

The most important thing to know is that your lights only work if they are properly powered.

STEP 1 – Ensure correct battery installation:

Please ensure all three of the included AAA batteries are installed with the flat end in contact with a spring inside the battery clip.

If you've already been enjoying your lights, it's possible that the batteries are dead, so you can also try new batteries.

STEP 2 – Ensure correct battery clip installation:

You'll notice that the battery clip has two springs at one the end. If you look inside the light, you'll see the two metal terminals where those springs must contact.

On the battery clip, notice there is a metal strip that runs from one end to the other. Line up this metal strip with the **ACTIV LITES™** logo on the light and fully insert the clip.

STEP 3 – Give it a squeeze:

Before you put the end cap back on the light, with your fingers gently squeeze the (now correctly aligned and loaded) battery clip against the terminals and click the button on the opposite end.

The lights should power on. If not, let us know and we will arrange a replacement for you ASAP.

STEP 4 – Replace the end cap and test them again:

If they work now, great! If not, it's probably because one of the springs on the end of the battery clip is compressed and is not making contact with the terminals inside the light.

The solution is to gently stretch out the spring(s) and try it again. Or place a penny or a similar spacer in between the battery clip and the cap so that the cap pushes the springs in further.

Still not working or other issue?

If the above four steps didn't solve your issue or you have a different concern, please let us know so we can help you right away.

Call or text us at 1-800-406-4064 or send an email to info@activ-life.com and we'll respond ASAP.

★★★★★ **Quality Control Information** ★★★★★

Each and every light is tested with power before it is packaged, to ensure that it works. In order to keep your batteries in brand new condition, we do NOT test every battery clip and set of batteries.

If you have gotten a defective light or battery clip, please accept our apologies. We will do everything we can to correct the situation so you too are one of our happy customers.