

- SM100 version II FAQs -

Question	Answer
Why is the SM100 better than other solar lights?	The SM100 captures SunnyMoney's collective insight after selling solar lights across rural Africa over the past 10 years. The SM100 combines a very compact versatile design with a long lasting lithium iron battery creating a multi-functional light that meets the basic lighting needs of families living off the electric grid. The solar-powered SM100 provides more than 5 hours of constant bright light which is one hour more than the existing quality entry-level lights in the market. It can be used as a traditional desk light or hung on the wall. The SM100 offers new use cases which other pico lights not yet offer: Due to its rectangular shape the SM100 can be used off the stand. The slots in the casing of the SM100 enable it to be worn as a head torch for hands-free use.
How many hours should I charge the SM100 before using it?	When you want to use your SM100 for the first time, you should charge it for more than a full day of sun to ensure that the battery gets fully charged. Whenever you use your SM100 in the evening, charge it in the direct sun for 6-8 hours.
Does the SM100 also charge on a cloudy & rainy day?	Yes, but be aware that under very cloudy and rainy conditions the SM100 might not charge as effectively as on bright sunny days, it will just take longer reach full battery charge.
Is the SM100 Solar Light water-resistant? Can I walk in the rain with the SM100?	The SM100 is water-resistant, so if the lamp is exposed to water and gets wet in light rain, it still works.
If I don't charge the solar light for the full 8 hours, will it still work?	Yes, it will still work, but it will run out of charge faster.
How often do I need to charge my SM100 solar light?	It is recommended to charge the lamp every day in order to have a fully charged battery when is needed.
How will I know when it is fully charged? Is there an indicator on the lamp?	You will see a green light when the SM100 is charging. Charging the SM100 for 8 hours in direct sunlight produces 5 hours of bright light.
I am having trouble charging and using my solar light. What shall I do?	Make sure you're charging your light with the solar panel facing direct sunlight and remember that a full charge takes about 8 hours. If the problem persists, please contact your dealer for assistance.
Are there any risk of electric shock or burns from a SM100?	No, there are no risks of electric shocks or burns from the SM100, everything is well sealed and isolated within the casing.
How bright is the SM100?	The SM100 is 2 times brighter than a kerosene lamp.
Do I need the solar module covered?	No, indeed you should never cover the solar module when it is charging in the sun.
Do I need to keep the solar module clean?	The solar module performs best, when it is clean, so you should wipe the dust off the panel every day.
What if I drop the SM100? How robust is it?	The SM100 is very robust, it can withstand accidental drops.
How long will the batteries in the SM100 last before needing replaced?	The SM100 contains a high-quality Lithium Iron Phosphate battery (LiFePO4 technology) and last for more than 3 years when used every day. This advanced technology has been selected for the battery to fulfill performance of the SM100 which is intended to operate in harsh weather conditions and environments.
Should I replace the batteries myself? If so, where can I get them?	The new SM100 comes with a 2 year warranty. Opening the product invalidates the warranty. If a product mal-functions within the warranty period, please let us know, so it can be replaced. If a battery needs to be replaced after the two year warranty beyond, the battery can be easily unplugged and replaced with a new one. Please contact us for advice (info@solar-aid.org).
The SM100 is not round shaped like most of the solar lights, but rectangular. What is so special about the rectangular form and its design?	The compact design and rectangular format enables you to use the light when off the stand and put it easily in your pocket. It also allows you to use as a head torch.
Is the SM100 solar light covered under warranty?	The SM100 is covered under a 1 year warranty. If product fails to operate due to manufacturing defects, the product will be fully replaced. The warranty does not apply to (i) any product that is misused, abused, modified, damaged by accident, or used for anything other than authorized use or (ii) any subsequent owners (iii) under-performance due to natural variation in sunlight.
How much CO2 does the solar light save?	The SM100 will avoid creating roughly 1 tonne of CO2 from kerosene, over its lifetime