

Consol Solar Jar (CSJ) Frequently Asked Questions (FAQ)

1. **What is the Consol Solar Jar?**
 - A solar light in the lid of a one-litre classic glass preserve jar.
2. **How can we use the Consol Solar Jar?**
 - Primarily as an eco-friendly solar powered **reading light**.
 - A **portable lantern**.
 - Communities living **without electricity or off the grid**.
 - Creative **table décor**: [check out our gallery for inspiration](#).
 - Branded **corporate gifts**.
 - Check out our [SunBlog](#) and read stories of how people are using Consol Solar Jars, globally.
3. **How do we charge the Consol Solar Jar?**
 - The optimum charging position is **outdoors in full/direct/best sunlight**.
 - The optimum charging position **indoors is on a north-facing windowsill in best sunlight**.
 - The lid of the jar, that contains the solar panel, should be tilted directly to the noonday sun. (True North in the Southern Hemisphere and True South in the Northern Hemisphere).
 - You may remove the lid from the glass preserve jar when charging.
4. **What is the charging time and how long do they burn for?**
 - A **full day of sunshine** with clear sky (South Africa) will offer between **6 - 10 hours** of light at night.
 - **Overcast/grey/rainy day** (South Africa) will offer **2 - 3 hours** of light at night.
5. **Is there a guarantee?**
 - Consol guarantees the product for **one year**. Our first generation jars, now two years old, which have been used on a daily basis are still giving 6 - 10 hours of light per night.
 - The batteries should give \pm 400 full charges before they begin to deteriorate.
6. **Is the Consol Solar Jar waterproof?**
 - The Consol Solar Jar is **100% watertight** and, although the tin lid may rust slightly, the performance of the solar light will not be affected.
7. **Can we place our logo on the Consol Solar Jar for corporate gifts?**
 - We can **sandblast** your logo onto the glass preserve jar. Depending on the logo and detail required, our art department will advise on which is the best method.
 - We require a high-resolution JPEG or vector file of the logo.
 - We prepare a digital sample and email it to you for approval before sandblasting/engraving.
 - Email branding@suntoy.co.za for **ARTWORK COSTS OF BRANDED JARS available from Suntoy**.
8. **Do the Consol Solar Jars come in differing colours?**
 - Standard Consol Solar Jars have **clear glass with LEDs in warm white**.
 - Specials may be ordered in **frosted (sandblasted) glass**.
 - The **LEDs** can be ordered in **red, blue, green or amber**.
 - Special colours to match your logo may be ordered on request (quantities must be greater than 2 000).
 - Coloured jars are not a stock item and are made on request per order.
 - As long as there are 12 jars per carton, you can order any combination of mixed colours.

PURCHASING CONSOL SOLAR JARS IN SOUTH AFRICA

9. Where can we buy individual CSJs?

- Consol Solar Jars can be purchased **over the counter** from:
 - [Consol Shop, Woodmead](#) - 16 Waterval Cescent, Gauteng (011 603 2080)
 - [Consol Shop, Stellenbosch](#) - Rand & Stoffel Smit Streets, Plankenburg (021 888 4000)
 - [Check out the Consol Glass website for other local resellers.](#)
 - Please note: Suntoy does not have a retail outlet and only sells wholesale in bulk.

10. How do we order Consol Solar Jars in bulk from Suntoy?

- Consol Solar Jars can only be ordered in **cartons containing 12 CSJs each** (thus 12, 24, 36 etc.)
- Email your order to admin@suntoy.co.za and include the following info:
 - Contact phone number and email address
 - Billing details
 - Quantity required
 - Delivery address
- All orders must be paid in full before dispatch.

11. Can Suntoy deliver and what are the costs?

- Our courier service will deliver anywhere in South Africa via road or airfreight.

12. Where can we collect our order?

Collection from Suntoy factory: [27A Baldwin Street, Village Deep, Gauteng, South Africa](#)

PURCHASING CONSOL SOLAR JARS WORLDWIDE

13. Where and how can we purchase Consol Solar Jars outside of SA?

- Suntoy handles all export orders for Consol Glass. Courier fees are estimates. Accurate costs can only be quoted against physical delivery address. International courier airfreight is three to eight days.
- Suntoy has an export license and can courier either via air or sea freight.
- International courier fees are an indication only and will fluctuate with the exchange rate.
- **See: PDF - CSJ WORLDWIDE DISTRIBUTORS for a list of resellers in Europe, UK and Australia.**
- **See: PDF - CSJ AIRFREIGHT PRICE LIST for courier fees per country.**

14. Are there any customs duties on this product when we import it and do we pay VAT?

- Countries worldwide have differing import duties.
- There is no VAT charged on export. You may have to pay VAT on the value of your order in your country.
- There may be an import duty levied. Please consult your Customs department to ascertain the applicable duties.

15. What is the weight and dimensions of a carton containing 12 Consol Solar Jars?

- Each Consol Solar Jar is packed in a blue presentation box. Each carton contains 12 blue boxes.
- Dimensions of carton: 38cm x 38cm x 26cm
- Weight per carton = 9 kg
- Dimensions of blue presentation box: 12cm x 12cm x 18cm

16. What is the Export Tariff Code of the Consol Solar Jar?

- Import/Export Tariff Code: **8513-10-00-3 - Portable electrical lamp operated by batteries.**

17. What is the guarantee on the CSJ and how is it supported outside of South Africa?

- The Consol Solar Jar is guaranteed for one year from date of manufacture and can only be replaced at a The Consol Glass shop in South Africa.
- Our product is manufactured in Johannesburg to world-class standards, with a return rate of 0.2% (i.e. 2 in a thousand). We advise our international customers to allow for this and factor it in to their costing.