

Problem	Cause	Solution
<p>When I try to order Santas Secret tree waterer(s), the shopping cart does not finish. (i.e. <i>Session Expired, Timed Out</i>)</p>	<p>Your Internet Browser (i.e. Microsoft Explorer, Mozilla Firefox, Netscape) is either not accepting "Cookies" from the http://www.Shop.Santas-Secret.com shopping cart, or has too many "Cookies" stored on its Internet Server.</p> <p>(What is a "Cookie"? Click here.)</p>	<p>To fix this "Cookie" problem, at the top of your Internet Browser's screen click <i>Tools</i>, then <i>Internet Options</i> (or <i>Options</i>). Then...</p> <ul style="list-style-type: none"> • For Microsoft Explorer™, click the <i>Privacy</i> tab and adjust the 'slider' to accept Cookies, or click <i>Sites...</i> to delete individual Cookies. • For Mozilla Firefox™, click the <i>Privacy</i> tab and check the box that says <i>Accept cookies from sites</i> to accept Cookies, or click <i>Show Cookies...</i> to delete individual Cookies. • For Netscape™, click the <i>Privacy</i> tab and then click <i>Cookies</i>. Click <i>Clear</i> to delete all cookies, or <i>View Cookies</i> to delete individual cookies.
<p>When will my Santas-Secret tree waterer be shipped?</p>	<p>...</p>	<p>All Santas-Secret products ordered before 3 PM Mountain Standard Time are usually shipped the very same day. Sunday orders are shipped the following Monday, including Express Overnight.</p>
<p>Which shipping method should I choose?</p> <p>When will my shipment arrive?</p>	<p>...</p>	<p>Santas-Secret offers United States Postal Service shipping at a significant savings for 2lb size / weight class:</p> <ul style="list-style-type: none"> • USPS Priority Mail = 2-3 days shipping (except weather delays) • USPS Express Mail Next Day = 1 day shipping (not guaranteed)

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<p>My Santas-Secret tree waterer is <u>LEAKING!</u></p>	<p>Defects can occur as part of shipping, handling, or storage conditions since its original manufacture date. All units are tested and receive 100% pass rating at the factory. However, possible defects can include:</p> <ul style="list-style-type: none"> • Split in the primer bulb • Split in the container • Split in the container at tube mount location • Loose tube connection 	<p><u>STOP</u> the use of your Santas-Secret tree waterer completely!</p> <p><u>Contact Us IMMEDIATELY</u> before taking any other action.</p>
<p>Water is <u>NOT</u> flowing out of my Santas-Secret tree waterer at all! I can't get it to water my tree whatsoever.</p>	<p>Defects can occur as part of shipping, handling, or storage conditions since original manufacturing. All units are tested and receive 100% grade at the factory. However, possible defects include:</p> <ul style="list-style-type: none"> • The TOP height of your tree waterer is not level with the TOP height of your tree stand. • There is already water in your tree stand that is higher than the level of water inside your tree waterer. • The spaghetti-like blue drain pickup tubes lying inside the watering container are pinched-off or kinked, preventing water flow outward through tube / probe. 	<p>Try one or more of the following suggestions to fix this problem:</p> <ul style="list-style-type: none"> • Make sure the TOP height of your tree waterer is level with the TOP height of your tree stand. Your tree waterer <u>cannot</u> be higher than your tree stand, or else the tree waterer WILL overflow your tree stand. (Refer to one of three possible setup scenarios here.) • If there is already water in your tree stand when you start using your tree waterer, wait for the water level in the tree stand to go down below the level of water inside your tree waterer. After this occurs, your tree waterer will start watering your tree stand and tree automatically. (Note: It is only necessary to have water just above the bottom of your tree where it was cut for the tree to take in water properly.) • Remove fill lid (Gift Waterer) or look through fill holes (Boots Waterer) and inspect the spaghetti-like blue

tubes for restrictions as “kinks” or “flattened areas.” For **Gift Waterers only**, remove tube(s) with tweezers, or other appropriate tool. For **Boots Waterers only**, arrange for return / replacement. No harm will occur as these tubes are only originally there to best guarantee all water drains completely from the bottom of your waterer when you are done using them for the season. Without the tubes installed, you will instead be left with a few teaspoons worth of water instead of a few drops.

Try the following procedure to check basic operation of your tree waterer conveniently and quickly in front of you.

Quick Test: Place a tall empty drinking glass or cup, and your tree waterer on a level surface side-by-side (i.e. your kitchen counter).

1. Insert tree waterer probe into drinking glass/cup.
2. Fill tree waterer completely to top (both sides in the case of Santa Boots model).
3. Pump primer bulb up to 10 times.
4. Check to see that water is flowing into the drinking glass/cup
5. Wait 20 minutes, and check to see that water in glass approx. equals water level in waterer.
6. Place probe temporarily into waterer fill hole.
7. Empty glass of water and repeat steps 3 through 5.

If none of the above succeed in ensuring that your tree waterer is working correctly, please **Contact Us IMMEDIATELY** before taking any other action.

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<p>My Santas-Secret tree waterer <u>OVERFLOWED</u> my tree stand!</p>	<p>This is NEVER a defect of the tree waterer itself, due to the laws of physics and proper installation of tree waterer.</p> <p>It is most commonly the result of the top height of your tree waterer being filled or placed HIGHER than the top height of your tree stand, subsequently filling your tree stand with more water than it is capable to hold.</p>	<p>Make sure the TOP height of your tree waterer is level with the TOP height of your tree stand. Your tree waterer should normally never be higher than your tree stand, or else the tree waterer WILL overflow your tree stand. (Refer to one of three possible setup scenarios here.)</p> <p>Being mindful of the Santas Secret tree waterer instructions (and with common sense), do whatever is necessary to make both the TOP water level heights of your tree waterer, AND tree stand equal. Elevate, or de-elevate your tree waterer, or reduce maximum fill-level in tree waterer itself to be no higher than the actual depth of tree stand bowl, etc. (If you are unsure of this explanation, please refer to Quick Test within this PDF document.)</p> <p>All Santas-Secret invoices and/or instruction sheets clearly state that Santas-Secret, and its parent company Neutek-USA, will not be liable for any damages to your property due to your Santas-Secret tree waterer overflowing your tree stand. It remains the responsibility of the user to properly read and follow instructions carefully for reliable and convenient operation of tree waterer as it was originally designed. The purchaser or user of this product shall take full responsibility to follow and adhere to such instructions from the start to finish of tree waterer's use throughout the season. Such responsibility is required, since personal 'live' instruction is not possible with mail order products. (Refer to your invoice and/or instruction sheet.)</p>

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<p>My Santas-Secret tree waterer is working correctly, but why is my tree dying, resulting in excessive early dropped needles, dried out branches, brown needles, or a rancid-bitter smell?</p> <p>Tree is no longer soft and cool to the touch; noticeable loss of fresh pine scent.</p>	<p>Assuming your tree stand is holding water and the bottom of the tree is submersed below water level, a tree can loose needles early for many reasons not always readily apparent to the tree owner.</p> <ul style="list-style-type: none"> • Tree was installed high into stand so it's bottom cut-end is raised off stand bottom • Tree was not cut fresh from harvest farm (greater than 4 weeks). • Tree froze while in transit to the tree lot. • Tree did not have fresh cut on bottom prior to setup. • Fresh-cut tree bottom was left open longer than 6 hrs in open air. • Tree experienced excessive heat (above 80 deg) for longer than 5 days (indoor-outdoor). • Tree has excessive cut branches (greater than 30%) from shaping. • Tree has been "flocked" with petroleum based chemical product. • Anything but fresh natural water was used to fill the tree stand. 	<p>Purchasing and using Santas Secret keeps a tree watered, but will not repair a bad tree. The waterer prevents the cut-tree-bottom from ever going dry and thus keeping the tree hydrated and absorbing water similar to a cut flower stem. To ensure a long, green and healthy appearance, there are some simple steps to take to insure you are starting out with the best tree and setup possible for your monies.</p> <ul style="list-style-type: none"> • Ensure tree bottom is always in water. If water fill level in stand isn't reaching the tree bottom, raise the waterer till it does...while noting not to raise higher than tree stand height itself. • Look beyond just a fresh "delivered" tree at the lot. Instead, find out when it was cut at the farm. • Avoid freeze burned trees as indicated with brown tipped needles • Always cut at least 1" off bottom, within minutes of setting up tree. • Weather permitting; hydrate the tree outside or in a garage for the first 24 hrs by placing into a bucket and/or hosing off limbs. Rinsing can also reduce allergens. Avoid incandescent lights, use LED type lights. • Never buy a tree from a lot that places trees in the sun or does not use water bowls. • Avoid buying a 'flocked' tree, period. • Never, never add anything to the water. Its all a gimmick for your \$\$