Scentsy Fragrance FAQs

(Questions surrounding Layers by Scentsy products are found in the Layers by Scentsy FAQ.)

Scentsy Fragrance Warmers

What is a Scentsy warmer?
Our distinctive Scentsy Warmers melt specially formulated wax with the heat of a low-watt light bulb or heating element, and enhance your home with more than 80 (65 in Australia) fragrances safely, with no flame, smoke, or soot.

Where are Scentsy Warmers made?
Each warmer is designed by Scentsy and manufactured in China to our specifications.

What are Scentsy Warmers made of?
Each warmer is made of high-quality ceramic, porcelain, or glass.

How do I use a Scentsy Warmer?
1. Plug in your warmer and turn it on.
2. Place one or more sections of a Scentsy Bar into the warmer dish.
3. Enjoy!

What wattage of light bulb does the warmer use?
Warmer use 25-watt, 20-watt bulbs, and 15-watt bulbs. Each Scentsy Warmer lists the appropriate bulb wattage on the silver label at the base of the warmer. Using a light bulb of higher wattage than recommended automatically voids the Lifetime Replacement Warranty and the 30-Day Satisfaction Guarantee.

What is Scentsy’s Lifetime Replacement Warranty and the 30-Day Satisfaction Guarantee?
Scentsy Family products come with a Lifetime Replacement Warranty for manufacturer’s defects. If a product has a manufacturer’s defect or indication of an electrical issue, the item may be returned with no limitation on time for a replacement.

The 30-Day Satisfaction Guarantee states that if a customer is dissatisfied with any Scentsy Family product, the customer may return the product to the Consultant within 30 days of purchase for an exchange or replacement.

If an item arrives damaged in shipping from Scentsy Family, let us know as soon as possible so a replacement can be issued.

Can I purchase a replacement dish for my warmer?
Scentsy offers a variety of replacement dishes. Please see “Replacement Parts” on a Scentsy Fragrance Consultant’s Personal Website (PWS) for the replacement dishes currently available.

**Scentsy Bars**

**What is a Scentsy Bar?**
A Scentsy Bar is a block of fragrant wax in eight break-apart sections.

**Where are Scentsy Bars made?**
Scentsy manufactures all wax products at its headquarters in Meridian, Idaho.

**What kind of fragrance oils are used in Scentsy Bars?**
Scentsy uses both synthetic and naturally-derived fragrances oils to achieve the highest quality and longest-lasting bar. Synthetic oils are used for several reasons, including:

- When using natural oils results in unrestrained use of limited or endangered natural resources.
- When it isn’t possible to derive the natural oils from nature. For example, synthetic oil is necessary to reproduce lily of the valley because fragrance cannot be extracted from this flower through typical extraction methods.
- When it is cost prohibitive to acquire natural oils and would preclude Scentsy from offering particular fragrances without increasing the price for customers.

**What kind of wax is used when making Scentsy Bars?**
We use a custom, high-quality paraffin wax blend, designed to give you long-lasting fragrance, and selected for its scent loading ability, melting point, and firmness.

**Why doesn’t Scentsy use a soy- or vegetable-based wax?**
Soy- or vegetable-based waxes can produce a quality wicked candle, but not a quality wickless candle.

**How many cubes of wax do I place in my warmer?**
One or two cubes should be plenty. Once the scent runs out, replace the wax with fresh cubes.

**How do I clean the wax out of the warmer?**
While the wax is melted, pour it out and wipe the dish clean with a paper towel.

**Are Scentsy Bars safe?**
Scentsy Bars are safer than wicked candles because no flame is required for the wax to melt and release fragrance. Since the wax is warmed and not burned as with traditional candles, no harmful chemicals or pollutants are released into the air. With Scentsy, there is no flame, smoke, soot, or lead.

**Do Scentsy Bars contain harmful phthalates?**
Scentsy Bars do not contain or release harmful phthalates. A small percentage of Scentsy Bar fragrances contain extremely low levels of non-harmful diethyl phthalate (DEP), commonly used in fragrances to help blend ingredients and to make fragrances last longer. DEP is thoroughly tested and is consistently regarded as safe for use in fragrance by several government bodies including the U.S. Environmental Protection Agency and the European Union Scientific Committee on Consumer Products (SCCP). Scentsy follows all safety standards regulating the use of DEP set by the International Fragrance Association (IFRA).
Do Scentsy Bars contain any nut or mineral oils? Do they contain Bisphenol A (BPA), gluten, lead, egg, or formaldehyde?

Scentsy Bars and fragrance oils do not contain any kind of nut or mineral oils. They are BPA-, gluten-, lead-, egg-, and formaldehyde-free.

How should I store my Scentsy Bars?
Store your Scentsy Bars in a cool, dry area of your home, away from direct sunlight. If you store bars next to a stove or in direct sunlight, the top fragrance notes may be released from the heat.

How come I can’t smell my favorite Scentsy Bar anymore? Have you changed your ‘recipe’?
Scentsy Fragrance has never changed the ‘recipe’ of our bars, and each bar contains the same amount of fragrance oil. Occasionally, you can become immune to a scent or fragrance note by simply warming it too much. For example, if you warm cinnamon fragrances all year, your nose may actually begin to filter out the smell of cinnamon. By switching out your Scentsy fragrances regularly, you can prevent this from happening.

I placed a new cube in my Scentsy warmer, but I can’t smell it. How come?
Each scent has a different level of scent throw depending on the fragrance oil composition. Factors like weather, humidity, ventilation systems, and elevation can alter scent throw.

- Weather and humidity: At higher temperatures, water molecules are more likely to go into the vapor phase, so there will be more water vapor in the air. When fragrance and water molecules bind together, the water weighs fragrance down, creating less diffusion of the fragrance into the air. When there is less moisture into the air, fragrance has better diffusion and can be perceived as stronger.
- Environment: Large rooms and ceiling fans, and tile versus carpeted floors, can affect how scent dissipates, as do open windows and ventilation systems.
- Everyone has a different sense of smell, so scents will smell stronger to some than others.
- Certain fragrance notes can be perceived as stronger than others based on their molecular structure and your sense of smell. For example, citrus notes are top notes, typically recognizable, and can be considered stronger because your nose smells these notes first. Compared to musk notes which are a base note, aren’t typically identified easily, and are used to create harmony within a fragrance. You could expect citrus dominate fragrances to be perceived as stronger than musky ones. For more information on fragrance notes, see the fragrance pyramid at [http://scentsy.com/fragrances/fragrance-education.aspx](http://scentsy.com/fragrances/fragrance-education.aspx).

Scentsy Buddies and Scent Paks

Are the Scentsy Buddy and Scent Pak safe for children?
The Scentsy Buddy and Scent Pak have passed stringent product safety testing for the U.S., Canada, Mexico, Europe, and Australian markets. Both products passed specific safety tests for children's toys. The Scentsy Buddy is a soft, stuffed animal, and the Scent Pak is a high-thread-count bag with food-safe polymer beads injected with flavor* and fragrance oil. Both the Buddy and Scent Pak have passed tests for tear strength and foreseeable misuse, flammability, cleanliness, fabric composition, and toxicological assessments for banned or restricted chemicals without producing detectable amounts of any such substance. Scentsy Buddies have been approved as safe for all ages.
How tall are the animals in the Scentsy Buddy Collection?
Each Safari Collection Scentsy Buddy is approximately 8” tall when seated and approximately 12” tall from head to toe. Baby Buddies are 7” tall when seated — the perfect size for sitting on a shelf or playing games with their new friends.

What are the step-by-step instructions for using my Scentsy Buddy?
Your Buddy is ready to play as soon as it arrives! Just open the zippered pouch in your Buddy’s back (or shell), insert a Scent Pak, and zipper the pouch back up.

How do I clean my Scentsy Buddy?
Surface spot cleaning is the best way to take care of your Buddy. Machine washing and drying may result in damage to your Buddy’s fur or stuffing.

How long will the fragrance in a Scent Pak last?
A Scent Pak will last at least 30 days.

How long should I wait to change Scent Pak fragrances?
You can change Scent Paks at any time. For the best experience when changing between Scent Paks, remove the current Scent Pak, wait a day or two for its fragrance to dissipate from your Buddy, and then insert a new Scent Pak.

What do I do if my Scentsy Buddy’s box is damaged in shipping?
If your Buddy box is damaged in shipping please contact Scentsy, 1-877-855-0617, within two weeks of receiving your Buddy and we will replace it with a new box.

What is on the ScentsyBuddy.com website?
All Buddy owners can go to Register My Buddy, select the Buddy they want to register, and print out their own adoption certificate. You can also play games and download coloring pages.

You don’t need to purchase a Scentsy Buddy to play on the Buddy website – it’s open to everyone!

Travel Tins

What is the material used in a Travel Tin?
Travel Tins contain metagel, a microscopic open cell foam, kind of like a sponge, and fragrance oils. Travel Tins stay solid up to 170 degrees Fahrenheit.

How should I use my Travel Tin?
Simply slide the cover over a little for a bit of fragrance and a lot if you want a stronger fragrance throw.

Where should I use my Travel Tin?
Travel Tins are designed for smaller spaces, and are perfect for gym lockers, hotel rooms, bathrooms, cars, closets, or anywhere a fragrance on the go would be beneficial. Make sure you’re familiar with the consumer warning label on the back of the packaging.
How long does a Travel Tins last?
The length of a Travel Tin is dependent upon several conditions:

- Travel Tins lose potency faster in a hot or dry environment, as opposed to a cold or humid one.
- Some scents disperse at a faster rate than others, so two Travel Tins opened at the same time will likely have different life spans.
- Travel Tins with a fully opened lid will dispense scent faster than if the lid is partially opened.

Room Sprays

How do I use a Room Spray?
Spray your Room Spray into the center of a well-ventilated room. Make sure you’re familiar with the consumer warning label on the back of the bottle.

Are Room Sprays non-aerosol?
Room Sprays are non-aerosol.

Is the Room Spray bottle recyclable?
The Room Spray bottles are non-recyclable.