

12. Troubleshooting

When problems may occur, please see our troubleshooting list below and perform accordingly. When the problem cannot be resolved through this troubleshooting list, discontinue working with Vibringe, complete the form on our website www.vibringe.com, print this form and contact your local authorized dealer to pick up the (complete) product in it's original box.

Trouble	Possible Cause	Corrective Action
1 Handpiece does not work	<p>Wall adaptor is not correctly plugged in power outlet</p> <p>Wall adaptor cable is damaged Wall adaptor cable is not correctly plugged in bottom of charger</p> <p>Handpiece is not correctly placed on charger</p> <p>Battery pack charge is too low to power handpiece</p> <p>Battery pack is broken</p>	<p>Ensure wall adaptor is plugged into power outlet which provides current.</p> <p>Ensure the wall adaptor cable is undamaged and properly plugged into the bottom of the charger</p> <p>Ensure handpiece is placed correctly on charger (logo on handpiece must be visible)</p> <p>Check if the green light indicator on the handpiece is working (flashing means charging and continuously illuminated means fully charged) while placed on the charger</p> <p>Ensure battery pack will be charged for 14 uninterrupted hours before using the handpiece</p> <p>Replace battery pack</p> <p>If after replacing the battery pack and a charge for 14 uninterrupted hours the handpiece is still not working, contact your local authorized dealer for service</p>
2 Charger doesn't work	Handpiece is not (correctly) placed on charger	Handpiece is not (correctly) placed on charger
		<p>Ensure wall adaptor is plugged into working power outlet</p> <p>Ensure the wall adaptor cable is undamaged and properly plugged into the bottom of the charger</p> <p>Ensure handpiece is placed correctly on charger (logo on handpiece visible)</p> <p>If handpiece green light indicator is still not flashing (charging) or continuously illuminating (fully charged) contact your local authorized dealer for service</p>