

## CHECK POWER ISSUES

### If the Device Doesn't Power on Using the AC Adapter:

1. Remove the battery from the device (if one is installed).
2. Try multiple wall outlets to rule out an issue with the power source.
3. If the device still won't power on:
  - **Please submit a request for a replacement AC adapter.**
4. If you've already received a new AC adapter and the device still won't power on:
  - **Please contact us for a replacement device.**

### If the Device Doesn't Power on Using Batteries:

1. Do not use rechargeable or lithium batteries – they are not compatible.
2. Double-check the battery polarity:
  - Ensure the positive and negative ends are correctly aligned (positive to positive, negative to negative).
3. Remove the battery door and gently shake the device upside down to see if the battery falls out (this may indicate a loose fit).
  - Use a non-sharp object, such as tweezers or a small flat tool, to gently pull the metal prongs inside the battery compartment closer to the battery side so the battery fits snugly.
4. Insert a brand-new alkaline battery.
  - Note: Stronger treatment levels use more battery power – even a recently replaced battery may need to be changed again.
5. If you don't have a new battery on hand, we're happy to send you two complimentary batteries.
6. If the device does not power on with either batteries or the AC adapter after completing the above steps, please contact us for a device replacement.

