

## 4. Troubleshooting

### 4.1 Troubleshooting

<b>Problem</b>	<b>Possible Causes</b>	<b>Corrective Actions</b>
<b>Slow nebulization</b>	Batteries are low.	Replace with new batteries. (Please see Chapter 2.2)
	The holes on the mesh are stained or clogged.	Clean mesh by immersing in hot boiled water. (Please see Chapter 3.2)
	The mesh is broken.	Contact the nearest dealer.
	Improper connection between medication cup and main unit due to the stained/ wet electrodes.	Clean the electrodes by wiping it off with (moistened) gauze and air dry.
<b>Green light fails to turn on and device fails to nebulize when the power is on.</b>	The batteries are inserted in the wrong orientation.	Re-insert batteries in accord to the polarity sign. (Please see Chapter 2.2)
	Batteries are low or dead.	Replace with new batteries. (Please see Chapter 2.2)
	Battery cover is incompletely closed.	Make sure battery cover is completely sealed.
	Improper connection between adapter and main unit.	Check and reconnect the adapter to then main unit.

<b>Problem</b>	<b>Possible Causes</b>	<b>Corrective Actions</b>
<b>The device fails to nebulize when the power and green light are on.</b>	The medication cup is incorrectly installed.	Re-install the medication cup on main unit. (Please see Chapter2.4)
	The holes on the mesh are stained or clogged.	Clean medicine cup by immersing in hot boiled water. (Please see Chapter3.2)
	The mesh is broken.	Contact your place of purchase.
	Nebulizing mesh is not completely immersed in medication.	Re-adjust device to upright position and re-immerses the nebulizing mesh in medication. (Please see Chapter2.6)
	The medication cup is partially or not filled with medication.	Make sure enough medication is filled in the medication cup. (Please see Chapter2.4)
	Excessive medication builds up on the mesh.	Remove excessive medication. (Please see Chapter3.1)
<b>Orange light turns on continuously.</b>	Batteries are low or dead.	Replace with new batteries. (Please see Chapter2.2)
<b>Orange light flashes then device turns off automatically.</b>	Improper connection between medication cup and main unit due to the stained/ wet electrodes.	Clean the electrodes by wiping it off with (moistened) gauze and air dry.
	Batteries are dead.	Replace with new batteries. (Please see Chapter2.2)
	The mesh is broken.	Contact your place of purchase
	The medication cup is incorrectly installed.	Re-install the medication cup on main unit. (Please see Chapter2.4)

