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TROUBLESHOOTING CLEANAER

PRODUCT NOT SPRAYING

- 1) Most important is that the cartridge is completely activated. The grey cartridge must not have a gap between the two pieces of plastic. If these two plastic pieces do not close completely then the cartridge cannot start and stop again because the internal bottle foil is not fully pierced.**
- 2) Once the cartridge is inserted and the switch is in position I/II or III the product should start to operate. The first thing to notice is the blue and red LED flash together twice. Then the blue LED will flash continuously for 2 minutes during which time you should smell the fragrance. If you have doubts about the spray then hold the unit up to a dark object or shine a light into the spray to illuminate it. This will reveal the very fine liquid ion plume against the black background or light source.**
- 3) As a last resort, hold a blue coloured (not white) tissue or paper up to the front of the cartridge and witness that it makes a wet mark from the spray. Do not hold it against the left hole for long or block this area. It is unsafe to do this.**

Possible Issues;

- 1. Batteries in wrong way round. Please correct this.**
- 2. Battery contacts not making contact. Please adjust this.**
- 3. Cartridge not fully closed – place on hard surface and press hard onto the top of the cartridge.**

RED LED FLASING

The RED Led flashes to alert you of the low battery condition or that a fault exists. If you observe this condition then remove the cartridge and shake gently to detect if it is empty. Replace the cartridge and batteries if unsure. If it's OK then replace the batteries and recheck if the RED Led comes on again AFTER the initial start up process (this takes around 2 minutes). If the product works correctly then observe this once again after 24 hours as the product may still be faulty and could be depleting the batteries too quickly.

FLUID REMAINING IN CARTRIDGE

When the cartridge is empty, there can still be a small amount of residual fluid in the internal reservoir. On rare occasions, you could have low batteries and the RED Led will flash, but if you have had the cartridge running for around 8 weeks then it is likely that when you shake the cartridge gently and if there is not a loud sloshing of fluids then the fluid you hear is in the reservoir. This is most likely if you have checked the operation of the cartridge in the steps above.