# Troubleshooting

When operational problems occur, please refer to the chart below.

| PROBLEM | POSSIBLE CAUSE | SOLUTION |
|---|---|---|
| **I am unable to start the unit** | The unit did not start properly OR battery is low | Press the Power Button for 2sec OR recharge the unit |
| **The massage pressure is too low** | Battery is low OR intensity level is too low | Recharge the unit OR increase intensity level |
| **The massage pressure is too strong** | You are using an Intensity level that is too high OR your hands are not correctly positioned inside the unit | Use I1 Intensity OR try to adjust your hand in the unit to feel comfortable |
| **My unit suddenly stopped working** | Power outage OR massage more than 15min OR long working time, the unit has been shut off due to overheating protection | The unit automatically shuts off after 15min of use. Use the unit after the motor has been naturally cooled |
| **I hear a faint sound while using the massager** | The air pump is working | Normal behavior |
| **I have dimples on the hand after the massage** | Comes from the airbags cover | Normal behaviour, it disappears after 30min |
| **The airbags are not inflating** | Battery is low | Recharge the unit. If the problem persists, please contact us at support@lunixinc.com |
| **I can not see the green light flashing while charging OR the unit turns on for a few seconds, then all the lights flash and the unit powers down** | The unit is not charging properly because the connection is not made properly between the usb port and usb cable OR the plug is higher than 5V 2A | The usb cable needs to fit entirely into the the USB port OR the plug must not exceed 5V 2A |
| **How do I know when the unit is fully charged?** | | Once the unit is fully charged, the battery level indicator should have 4 solid green lights |
| **Unit stopped charging** | Unit not receiving the correct amount of voltage | Make sure the charger you used is 5V 2A and the charger (plug or laptop) must not exceed 5V |
| **Air pump not working on the wrist area** | Wrong program selected OR air pump is defective | Try the wrist program and if still does not work contact us at support@lunixinc.com |

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| **The display is constantly turning on and off making a beeping noise** | PCB problem | Contact us at support@lunixinc.com for further assistance |
| **The vibration function is not working** | Unit not fully charged | Make sure the massager is fully charged and if the problem persists contact us at support@lunixinc.com |
| **Heat function not working** | Unit not fully charged and the heat option takes some time to achieve the highest temperature | Wait at least 10-12min before feeling the heat and you can also wear a regular pair of thin gloves; thus, you can increase the heat- feeling |
| **Unit changing intensity programs** | PCB defective | Contact us at support@lunixinc.com for further assistance |
| **Unit is hot** | Excessive use | Power off the unit and let it cool before further use |

If you have any questions, concerns or if you would like to order any spare parts or replacements. Please contact us at **support@lunixinc.com** and we will get back to you within 24 hours