

# ARTISTRY LABS

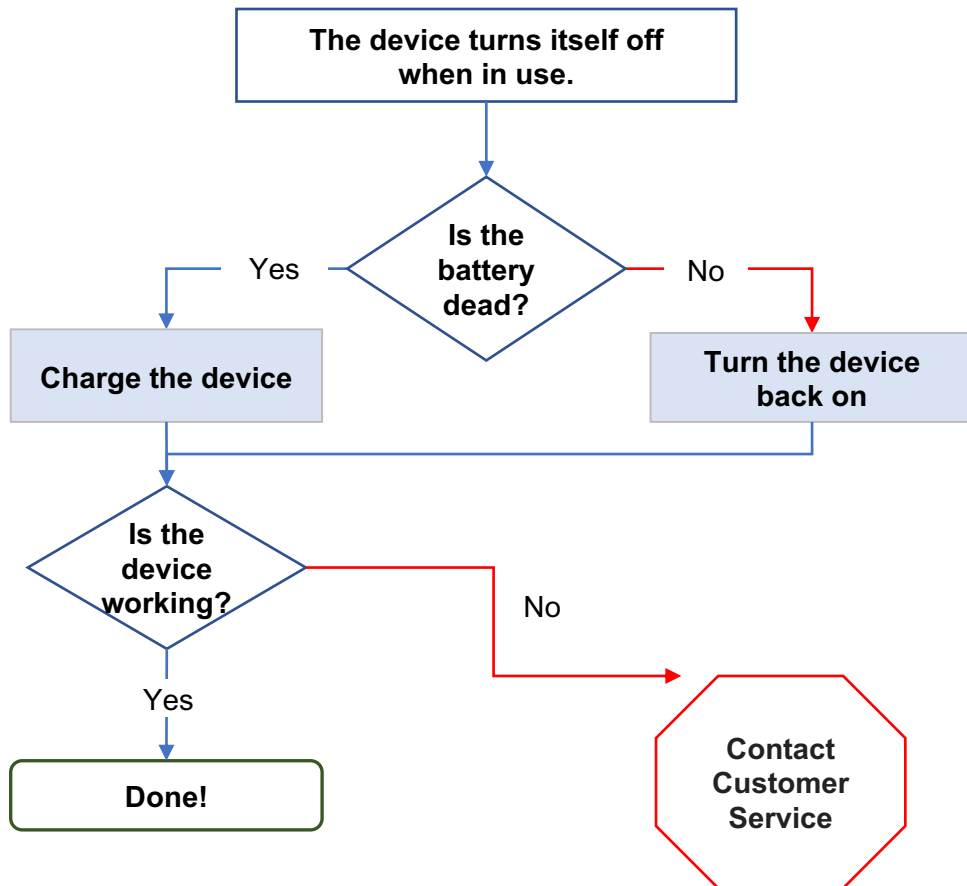


## **Aquabrasion Device**

Troubleshooting Guideline

## Troubleshooting (FAQ)

**Problem:** The device turns itself off when in use.

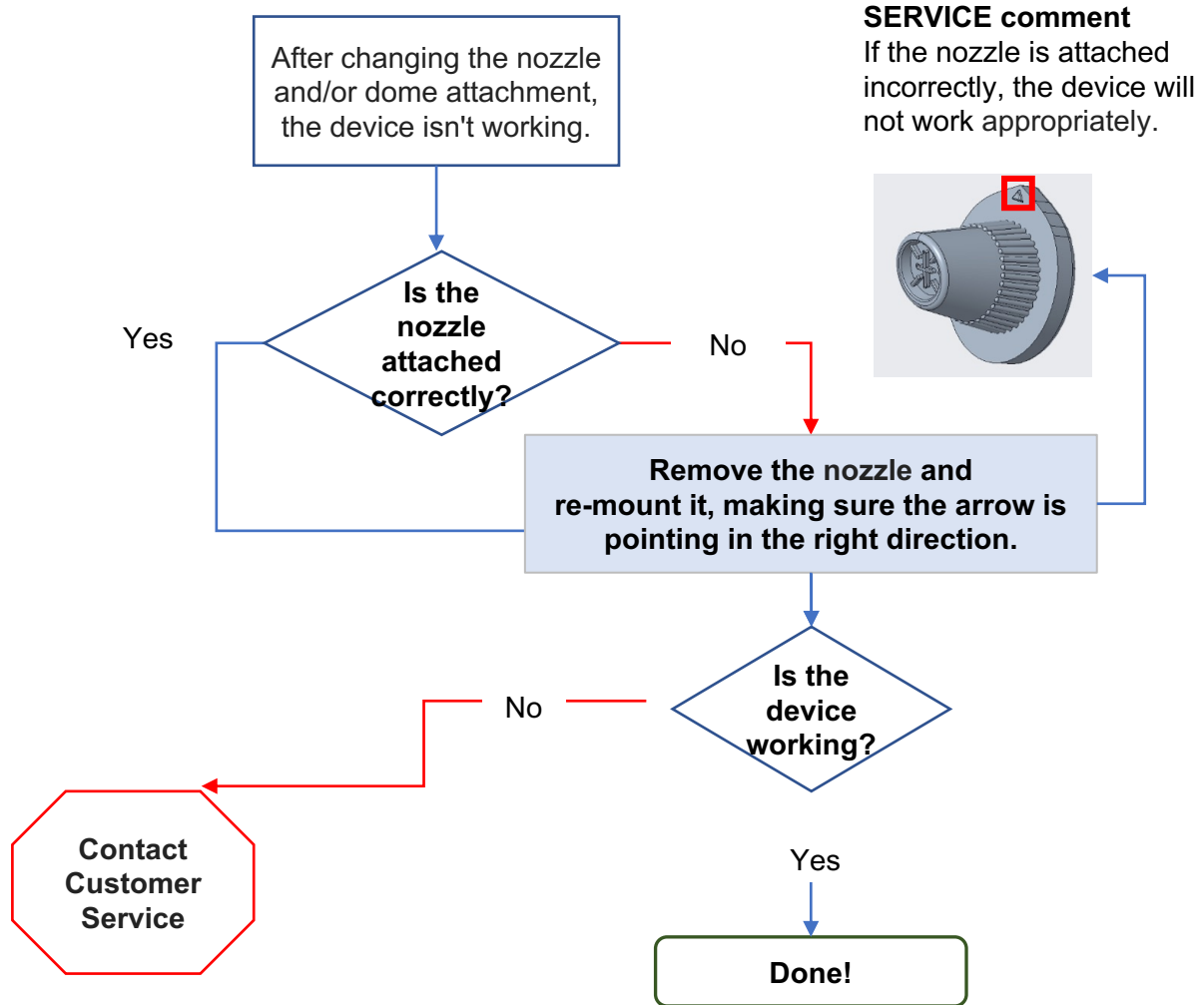


**SERVICE comment**

Please charge the device with the cable (USB A to USB C) included in the product box.

## Troubleshooting (FAQ)

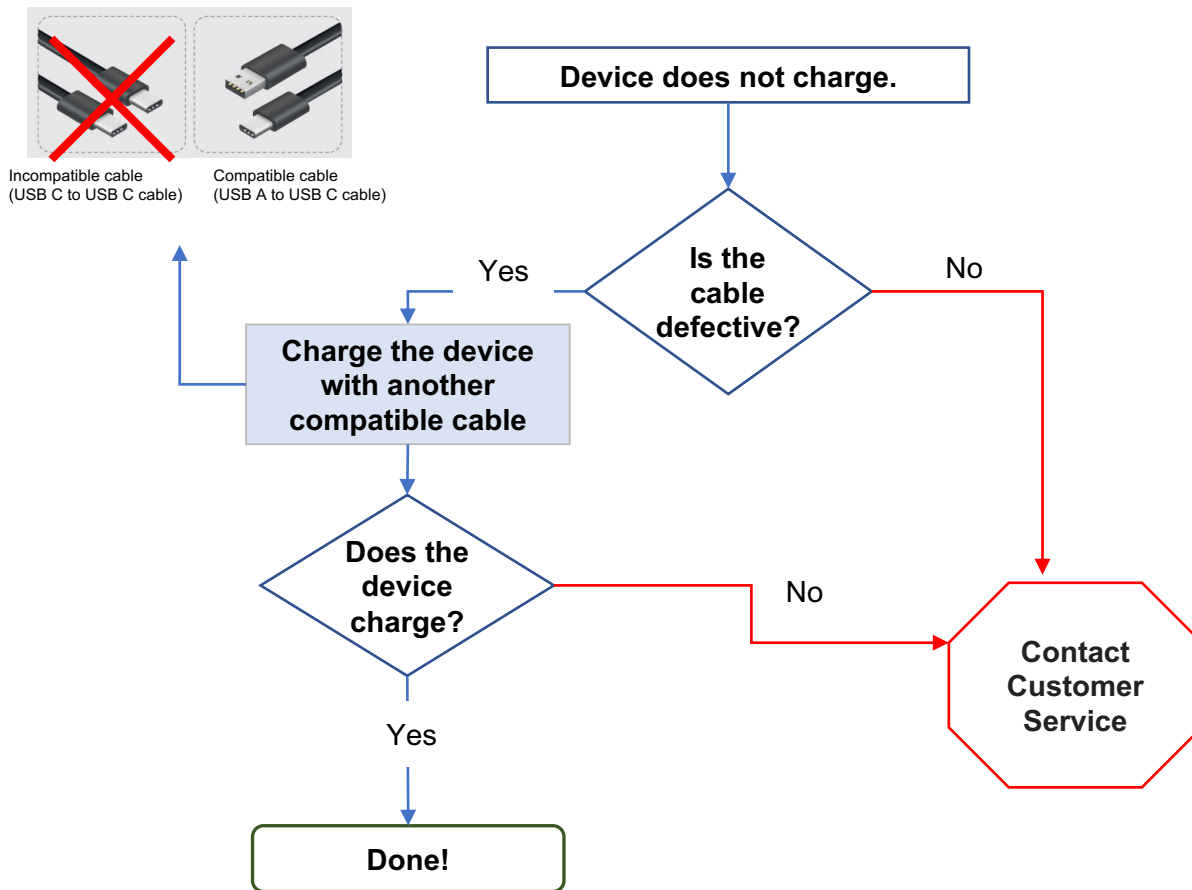
**Problem:** After changing the nozzle and/or dome attachment, the device isn't working.



## Troubleshooting (FAQ)

### Q: The device is not charging.

**A:** Please use the cable that is included in the package. This device does not support quick charge and PD USB adapter. Do not use a quick charger as it could cause a malfunction. If the device still does not charge with the provided cable, contact customer service. Please refer to the instruction manual for the LED indicator under *Charging Information*.



## Troubleshooting (FAQ)

**Q: It is too noisy when the product is in use.**

**A:** Labs Aquabrasion Device has a pump motor inside and the motor generates noise. This is not a defect. However, if you feel that it is too noisy during use and/or if there is any abnormal rattling noise, please contact the customer service.

**Q: Does the device support high speed charging?**

**A:** No, the device does not have quick charge capability. Please make sure to charge the device with the cable (USB A to USB C) included in the package. 5V / 2A - conventional charger is recommended.

**Q: The suction seems to be weak.**

**A:** Please check whether the water tank and the bottom cap are properly assembled. If the water tank and the bottom cap are not properly assembled, a potential leak will cause the suction to be insufficient. If the suction is still lacking after proper water tank and bottom cap assembly, please contact the service center.

**Q: Can you exceed the Max line and fill the water tank beyond its capacity for utilizing the LABS AQUABRAISON Suction mode?**

**A:** As per the provided instructions, it is strongly advised to refrain from filling the water tank above the Max line.

If the water tank is filled above the Max line and subsequently attached to the device, there is a potential for water to squirt out of the nozzle during the sealing process.

The device's performance remains unaffected, and the extraction of water to a certain extent during the sealing process is a natural phenomenon.

**Q: Water is spurting from the water drain hole on the back of the device.**

**A:** This is a safety feature of the device. The water spurting from the water drain hole is any water that has gone back into the device from the waste tank, potentially from the device being tilted too much or tipped over during prior uses. The water from the drain hole is a normal occurrence to protect the device, especially for the pump.

## Troubleshooting (FAQ)

**Q: An alarm goes off if the device is tilted.**

**A:** A tilt sensor is installed in the device to protect it from malfunction and to help the user keep it in the correct position while in use. The alarm will sound off if the device is tilted more 60 degrees to notify the user. Please do not tilt the device too much during use to avoid any malfunction.

**Q: The battery life of the device seems to be shortening.**

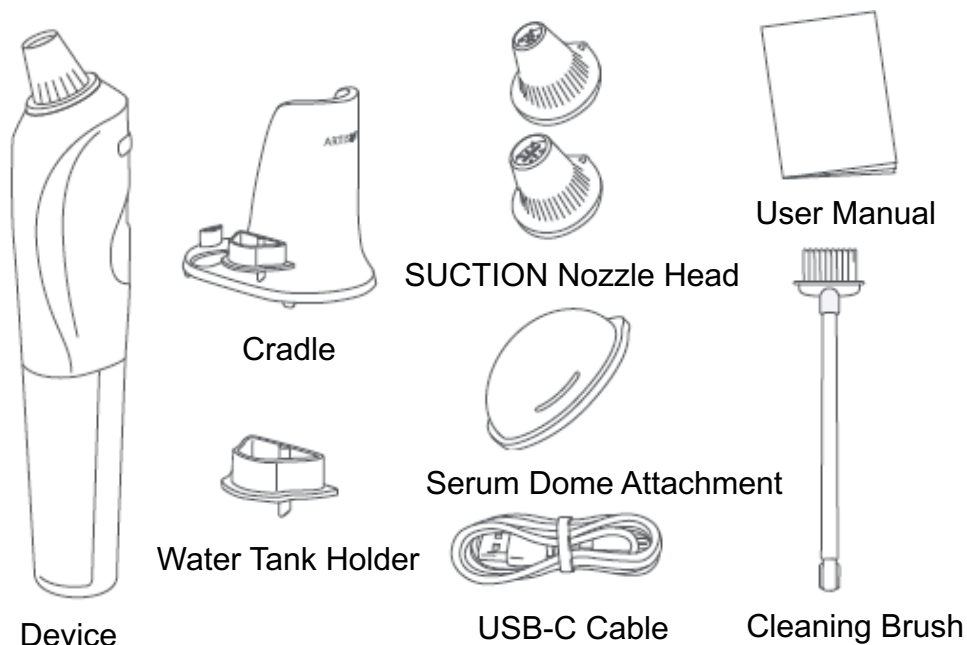
**A:** Please kindly note that the rechargeable battery and the battery life will shorten as the device gets used over time. Inappropriate storage such as extreme high or low temperature conditions, or long periods of not using the device and not regularly, charging it can shorten the lifetime of the battery. The lifespan of the battery can be impacted by the users' habits such as the frequency of use, the storage condition, charging patterns, maintenance, & etc.

**Q: The head-tip holder is damaged (or broken) out of the box.**

**A:** Please contact customer service.

**Q: What are the components included in the package?**

**A:** Please check all the components included in the package from the image below. If any of the components are missing, please contact customer service.



## Troubleshooting (FAQ)

**Q: The device beeps several times and suddenly shuts off.**

**A:** When the battery is less than 5%, the device will beep several times, a red light will blink around the POWER Button, and shut off. Please follow the charging instruction to recharge the device.

**Q: The device does not work after it has been dropped.**

**A:** Please do not drop the device on the floor or hard surface. It could damage the device and may result in a service charge even under warranty.

**Q: It is difficult to mount the silicon head-tip on the head-tip holder.**

**A:** For the first several mounts, it could be a little difficult to mount the silicon head-tip to the head-tip holder. Please follow the instructions in the manual and mount it following the correct orientation (▲). The mounting process will get easier over time.



\*The arrow for  
correct orientation