

Problem	Possible Reason	Solution
<b>Cannot turn on</b>	<ol style="list-style-type: none"> <li>1. The battery is low.</li> <li>2. The equipment is damaged.</li> <li>3. There are stains on the metal at contact points of the nebulizer (battery, bottom part) with the Atomizing Cup (top part).</li> </ol>	<ol style="list-style-type: none"> <li>1. Recharge time for 2 hours</li> <li>2. Please contact the authorized service center or manufacturer.</li> <li>3. Clean the metal contact points of nebulizer and try again.</li> </ol>
<b>No mist</b>	<ol style="list-style-type: none"> <li>1. The handheld way is not right</li> <li>2. The drug produces too much bubble</li> <li>3. The equipment is damaged</li> <li>4. The mesh plate is blocked.</li> </ol>	<ol style="list-style-type: none"> <li>1. Correct the Device by pressing the back button, releasing, and introduce the atomizing cup again until you hear a click.</li> <li>2. Slightly shake the Device until mist appears again</li> <li>3. Please contact the authorized service center or manufacturer.</li> <li>4. Clean the device by introducing water to atomizing cup, push 'ON' button for 3 seconds, and leave device for self-wash function which lasts 3 minutes. Afterwards, clean device and introduce medicine. If problem persists, change atomizing cup.</li> </ol>
<b>The device is on but nebulizing rate is weak</b>	<ol style="list-style-type: none"> <li>1. The mesh plate is not clean and seems blocked.</li> <li>2. The medicine is unfit</li> <li>3. The sprayer module's diaphragm is damaged</li> <li>4. The metal contact points between atomizing cup and main unit are not clean</li> </ol>	<ol style="list-style-type: none"> <li>1. Clean the device by introducing water to atomizing cup, push 'ON' button for 3 seconds, and leave device for self-wash function which lasts 3 minutes. Afterwards, clean device and introduce medicine. If problem persists, change atomizing cup.</li> <li>2. The liquid medicine is too little or is unfit for this equipment, please consult a doctor to use the medicine</li> <li>3. Please contact the authorized service center or manufacturer</li> <li>4. Clean the contact points and start</li> </ol>
<b>Indicator light is blue</b>	Battery is low	Please recharge in time
<b>Which kind of medicine is suitable for atomization</b>	Consult your doctor	Under the guidance of doctors advice and use of medicine, most medications are allowed including saline solution. Water is not recommended for use in this device. Depending on the medication, a new atomizing cup will be needed
<b>Mouthpiece ponding</b>	Condensed into water droplets.	Remove the mouthpiece, and pour out the ponding. Make sure all water is removed and continue using device

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<b>Should each patient use their own device</b>	Avoid cross-infections	Everyone must use their own mouthpiece/mask. Ideally, if more than one user per device, each patient will have their own individual atomizing cup.
<b>Liquid medicine in the Atomizing Cup is leaking</b>	Atomizing Cup is broken or plastic aging	Replace of new Atomizing Cup before filling the medicine
<b>Noise becomes louder when the liquid is running out</b>	The mesh plate vibrates without load while the liquid is running out.	Normal phenomenon
<b>Can not turn on/off the device</b>	<ol style="list-style-type: none"> <li>1. Battery is low</li> <li>2. The device gets stuck and/or is not functioning</li> </ol>	<ol style="list-style-type: none"> <li>1. Please recharge device.</li> <li>2. Insert metal clip on the button (power off) besides the USB interface for 5 seconds. This will completely reboot the device (Can use iPhone example for restarting)</li> </ol>
<b>The device can not turn off by itself when the drug is exhausted</b>	<ol style="list-style-type: none"> <li>1. Some liquid produced by drug is left in the cup.</li> <li>2. Atomizing cup failure.</li> <li>3. There is drug/water left or stains on the electrode.</li> </ol>	<ol style="list-style-type: none"> <li>1. Press the ACTIVE/STAND-BY button and clear the liquid.</li> <li>2. Please contact the authorized service center or manufacturer</li> <li>3. Press the ACTIVE/STAND-BY button and clear the electrode.</li> </ol>