

TROUBLESHOOTING

The HairMax Pro 12 has advanced electronics to make sure that the device is working like it is supposed to and that the proper amount of laser energy is being delivered. If for some reason you are experiencing difficulties with your device, please try one of the tips below:

If your HairMax Professional 12 will not turn on

1. Make sure your HairMax Pro 12 is fully charged.
2. Insert the power cord into the HairMax Pro 12 then press the POWER button for 4 seconds and then the LASER button.
3. Try another electrical wall outlet.
4. If none of the above works contact customer service toll-free at 1-866-527-3726 for further assistance in troubleshooting.

If your HairMax Professional 12 is turning off during use

1. Make sure your HairMax Pro 12 is fully charged.
2. Insert the power cord into the HairMax Pro 12 then press the POWER button for 4 seconds and then the LASER button.
3. Try another electrical wall outlet.
4. If none of the above works contact customer service toll-free at 1-866-527-3726 for further assistance in troubleshooting.

If your HairMax Professional 12 will not turn off

1. Press and hold POWER button for 4 seconds
2. If using power cord, unplug HairMax Pro 12 and press POWER button for 4 seconds
3. If none of the above works contact customer service toll-free at 1-866-527-3726 for further assistance in troubleshooting.

If your HairMax Professional 12 beeps/vibrates irregularly or doesn't beep/vibrate

- If using power cord, unplug HairMax Pro 12. Plug in power cord again and press the POWER button then the LASER button.

If your HairMax Professional 12 beeps and vibrates, but you do not see the laser light

- If using power cord, unplug HairMax Pro 12. Plug in power cord again and press the POWER button then the LASER button.

If you have trouble understanding any of these instructions

- Contact Customer Service toll-free at 1-866-527-3726.

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