

TROUBLESHOOTING

Use this chart to help solve any problems that come up. If you still have problems, please call Tria Beauty Customer Care at 877-321-8742.

YOUR QUESTION	IT'S POSSIBLE THAT	HOW TO TROUBLESHOOT
My Tria Age-Defying Laser won't turn on.	Your Tria Age-Defying Laser is not activated.	Complete the one time activation process. (see page 13)
	Your Tria Age-Defying Laser is locked.	Unlock your Tria Age-Defying Laser. (see page 3)
My Tria Age-Defying Laser won't turn off.	You accidentally released the power button too quickly.	Hold down the power button for 1-2 seconds, then release.
The device fault indicator (!) is lit.	Your Tria Age-Defying Laser isn't working properly.	Turn your Tria Age-Defying Laser off, then back on. If the indicator remains lit, contact Tria Beauty Customer Care.

YOUR QUESTION	IT'S POSSIBLE THAT	HOW TO TROUBLESHOOT
My Tria Age-Defying Laser doesn't charge when I place it in the charging cradle.	Your Tria Age-Defying Laser isn't connected properly.	Check that the device is sitting correctly in the charging cradle. Then check that the cable is properly connected at both ends and fully plugged into the wall outlet. (see page 13)
	The outlet in your home isn't working.	Try a different outlet.
	Your Tria Age-Defying Laser isn't sitting in the charging cradle properly.	Re-position your Tria Age-Defying Laser in the charging cradle, making sure it rests against the bottom of the cradle. Check that the battery indicator is flashing. (see page 13)
When I am using my Tria Age-Defying Laser the contact light doesn't glow purple or stops completely during treatment.	Your Tria Age-Defying Laser isn't charged.	Charge your Tria Age-Defying Laser by placing it in the charging cradle.
	The laser treatment tip isn't making good contact with your skin.	Make a slow, steady gliding motion with good skin contact. (see page 17)
	Your Tria Age-Defying Laser isn't working properly.	Charge your Tria Age-Defying Laser and restart your treatment session. If the problem persists, contact Tria Beauty Customer Care.

YOUR QUESTION	IT'S POSSIBLE THAT	HOW TO TROUBLESHOOT
<p>When I am using my Tria Age-Defying Laser, the contact light illuminates intermittently.</p>	<p>The laser treatment tip isn't making good contact with your skin.</p>	<p>Make a slow, steady gliding motion with good skin contact. (see page 17)</p>
	<p>Dirt or debris is blocking the laser treatment tip.</p>	<p>Clean the laser treatment tip with a lint-free cloth. (see page 21)</p>
<p>I am using my Tria Age-Defying Laser and the treatment sensation greatly changed.</p>	<p>You accidentally pressed the power button and changed the treatment level during your treatment.</p>	<p>Check the setting of the treatment level indicator on the display. Change the level if necessary.</p>
	<p>Dirt or debris is clogging the laser treatment tip.</p>	<p>Clean the laser treatment tip with a lint-free cloth. (see page 21)</p>
<p>My Tria Age-Defying Laser won't lock.</p>	<p>Your Tria Age-Defying Laser isn't turned on.</p>	<p>First, turn on your Tria Age-Defying Laser. Then press the power button for several seconds until the padlock icon illuminates on the display.</p>
<p>My Tria Age-Defying Laser is locked/the device lock indicator is lit.</p>	<p>You accidentally locked your Tria Age-Defying Laser.</p>	<p>Unlock your Tria Age-Defying Laser. (see page 3)</p>