

TROUBLESHOOTING

ANY ATTEMPT TO SELF-SERVICE YOUR DEVICE, UNLESS INSTRUCTED BY HAIRMAX CUSTOMER SERVICE, WILL VOID YOUR WARRANTY.

The LaserComb has advanced electronics to ensure 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:

Your LaserComb will not turn on

- Make sure your LaserComb is fully charged.
- Insert the power cord into the LaserComb, then press the power button for 4 seconds and then the laser button.
- Try another electrical wall outlet.

If your LaserComb is turning off during use

- Make sure your LaserComb is fully charged.
- Insert the power cord into the LaserComb then press the power button for 4 seconds and then the laser button.
- Try another electrical wall outlet.

If your LaserComb will not turn off

- Press and hold power button for 4 seconds
- If using power cord, unplug the LaserComb and press power button for 4 seconds

If your LaserComb beeps/vibrates irregularly or doesn't beep/vibrate at all

- If using power cord, unplug the LaserComb. Plug in power cord again and press the power button then the laser button.

If your LaserComb beeps and vibrates, but you do not see the laser light

- If using power cord, unplug LaserComb. 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.