

TROUBLESHOOTING

Please call Customer Care for additional help.

| YOUR QUESTION | IT'S POSSIBLE THAT | HOW TO TROUBLESHOOT |
|---|---|---|
| My Tria Laser 4X won't turn on. | Your Tria Laser 4X needs to be activated. | Complete the one-time activation process. (see page 14) |
| | Your Tria Laser 4X is not charged. | Charge your Tria Laser 4X. (see page 14) |
| While I'm charging my Tria Laser 4X, the battery indicator on the display doesn't "fill up." | Your Tria Laser 4X is not connected properly. | Confirm that your Tria Laser 4X is firmly plugged into the charger and the wall outlet. |
| | Your Tria Laser 4X is already fully charged and ready to use. | Unplug the battery charger from the wall and from the Tria Laser 4X. |
| Even after I charge my Tria Laser 4X, the battery indicator is still "filling up." | Your Tria Laser 4X isn't fully charged. | Charge your Tria Laser 4X. (see page 14) |

| YOUR QUESTION | IT'S POSSIBLE THAT | HOW TO TROUBLESHOOT |
|---|---|--|
| <p>When I put my Tria Laser 4X against my skin, nothing happens.</p> | <p>Your Tria Laser 4X is locked.</p> | <p>The Tria Laser 4X will lock when it's not in use. Unlock your Tria Laser 4X with the skin sensor. (see page 16)</p> |
| | <p>Your Tria Laser 4X is plugged into the battery charger.</p> | <p>Your Tria Laser 4X will not work when it is plugged in to the battery charger. Unplug your Tria Laser 4X.</p> |
| | <p>The treatment window isn't completely in contact with your skin.</p> | <p>Confirm that the treatment window is completely flat against your skin.</p> |
| | <p>The area you're trying to treat is too small, curved or bony to treat.</p> | <p>Try again, pulling the skin flat. If you can't get the whole treatment window to touch the treatment area, then the Tria Laser 4X won't work.</p> |

| YOUR QUESTION | IT'S POSSIBLE THAT | HOW TO TROUBLESHOOT |
|--|--|--|
| I can't use my Tria Laser 4X, and an image of a lock shows on the display. | Your Tria Laser 4X is locked. | The Tria Laser 4X will lock when it's not in use. Unlock your Tria Laser 4X with the skin sensor. (see page 16) |
| The display is flashing quickly. | Your Tria Laser 4X is not working properly. | Please contact Customer Care for assistance. |
| Dirt or debris is stuck to the treatment window. | Your Tria Laser 4X needs to be cleaned. | See cleaning instructions on page 22. If you can't get the area clean, contact Customer Care for assistance. |
| I tried to unlock the Tria Laser 4X, but it's still locked. | It may not be safe for you to use the Tria Laser 4X. | Match your skin tone to the Skin Tone Chart on the inside cover of this booklet, and contact Customer Care with any questions. |
| | You didn't use the skin sensor correctly. | Try again, holding the skin sensor flat and firm against your skin. (see page 16) |

| YOUR QUESTION | IT'S POSSIBLE THAT | HOW TO TROUBLESHOOT |
|--|--|---|
| <p>When I reposition the Tria Laser 4X, it seems to take a long time before the next pulse of laser light.</p> | <p>The room is warm. The Tria Laser 4X may pulse at a slower rate in a warm environment.</p> | <p>Use the Tria Laser 4X in a cooler environment.</p> |
| <p>My Tria Laser 4X was working properly, but then it stopped working. The display is off and does not turn on even when I press the power button.</p> | <p>The battery needs to be charged.</p> | <p>Charge your Tria Laser 4X. (see page 14)</p> |
| <p>When I'm using my Tria Laser 4X, I can hear a fan working.</p> | <p>This is normal.</p> | <p>Continue your treatment.</p> |