

FAQ

FAQs Why am I unable to start the unit? User Guide

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- **Q1. Why am I unable to start the unit?**

A. The unit did not start properly or the battery is low. Press the power button for 2 seconds or recharge the unit.

- **Q2. Why can I not see the red light flashing while charging?**

A. The unit is not charging properly because the connection is not made properly between the usb port and the usb cable or the plug is higher than 5V 2A. The usb cable needs to fit entirely into the usb port or the plug must not exceed 5V 2A.

- **Q3. Why does the unit turn on for a few seconds, then all the lights flash and the unit powers down?**

A. The unit is not charging properly because the connection is not made properly between the usb port and the usb cable or the plug is higher than 5V 2A. The usb cable needs to fit entirely into the usb port or the plug must not exceed 5V 2A.

- **Q4. Why are the airbags not inflating?**

A. Battery is low, recharge the unit. If the problem persists please contact us at support@linuxinc.com

- **Q5. How do I know when the unit is fully charged?**

A. The red light on the display disappears once the unit is fully charged.

- **Q6. Why is the massage pressure too low?**

A. You are using an intensity level too high or your hands are not correctly positioned inside the unit. Use L1

intensity or try to adjust your hand inside to feel comfortable.

- **Q7. Why did my unit suddenly stop working?**

A. Power outage or massage more than 15 minutes or long working time, the unit has been shut off due to overheating protection. The unit automatically shuts off after 15 minutes of use, use the unit after the motor has been naturally cooled.

- **Q8. Why do I hear a faint sound while using the massager?**

A. This is normal behavior, the air pump is working.

- **Q9. Why do I have dimples on the hand after the massage?**

A. These come from the airbags cover and it is normal behavior. They should disappear after 30 minutes.

- **Q10. Can I wear jewelry while using the hand massager?**

A. We do not recommend wearing jewelry while using the hand massager.

For all other questions, please do not hesitate to contact us at support@lunixinc.com

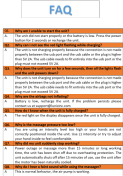
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