




Lunix LX7 Touchscreen Electric Hand Massager User Manual

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Troubleshooting


When operational problems occur, please refer to the chart below.

PROBLEM	POSSIBLE CAUSE	SOLUTION
I am unable to start the unit	The unit did not start properly OR battery is low	Press the Power Button for 2sec OR recharge the unit
The massage pressure is too low	Battery is low OR intensity level is too low	Recharge the unit OR increase intensity level
The massage pressure is too strong	You are using an Intensity level that is too high OR your hands are not correctly positioned inside the unit	Use I1 Intensity OR try to adjust your hand in the unit to feel comfortable
My unit suddenly stopped working	Power outage OR massage more than 15min OR long working time, the unit has been shut off due to overheating protection	The unit automatically shuts off after 15min of use. Use the unit after the motor has been naturally cooled
I hear a faint sound while using the massager	The air pump is working	Normal behavior
The airbags are not inflating	Battery is low	Recharge the unit. If the problem persists, please contact us at support@lunixinc.com

I cannot see the blue light flashing while charging OR the unit turns on for a few seconds, then all the lights flash and the unit powers down	The unit is not charging properly because the connection is not made properly between the usb port and 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
How do I know when the unit is fully charged?		The blue battery charge level indicator stops blinking once the unit is fully charged
Unit stopped charging	Unit not receiving the correct amount of voltage	Make sure the charger you used is 5V 2A and the charger (plug or laptop) must not exceed 5V
The display is constantly turning on and off making a beeping noise	PCB problem	Contact us at lunixinc@support.com for further assistance
Heat function not working	Unit not fully charged and the heat option takes some time to achieve the highest temperature	Wait at least 10-12min before feeling the heat and you can also wear a regular pair of thin gloves; thus, you can increase the heat- feeling
Unit changing intensity programs	PCB defective	Contact us at lunixinc@support.com for further assistance
Unit is hot	Excessive use	Power off the unit and let it cool before further use

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