

Symptom	Possible Cause	Corrective Action
Device does not power on	Battery pack is self-protected	Charge the device
	Power switch is not pushed into the position	Check if the power switch is in the right position Contact Therabody
	Switch is malfunctioning	Contact Therabody
Battery LED is on, and suction LED is on, but there is no suction	Pump is malfunctioning	Contact Therabody
	Air leakage	Check if the sealing ring on the housing is missing Contact Therabody
Battery LED is on, suction LED does not light up, and no suction	Suction button is malfunctioning	Contact Therabody
Battery LED is on, heating LED does not light up, and no heating	Heating button is malfunctioning	Contact Therabody
Battery LED is on, vibration LED does not light up, and no vibration	Vibration button is malfunctioning	Contact Therabody
Battery LED is on, pressing heating/suction/ or vibration buttons, but no function activated	Button is malfunctioning	Contact Therabody
Suction button LED is blinking and buzzer is beeping	Air pressure sensor may be broken	Restart the device Contact Therabody
Heating button LED is blinking and buzzer is beeping	Temperature sensor may be broken	Restart the device Contact Therabody
Suction/heating/vibration LEDs are blinking quickly but the device is working normally	Battery low	Charge the device
Suction/heating/vibration continue working	Software failure	Contact Therabody