

Troubleshooting Guide

November 2019

1. Photizo beeps twice and doesn't switch on

This will happen when the device has run out charge. Simply charge the device ensuring you use the Photizo branded charger to recharge the battery.

2. Photizo device isn't charging or green indicator light not working

- Ensure charger cable is fully connected to the device, with mains plug switched on.
- Ensure you are using the Photizo branded charger provided with the device.

Using an incorrect charger will result in lack of charge and potentially internal damage to the device.

(All Photizo chargers will have the Photizo logo on the pin side of the plug)

Note: Using the wrong charger with Photizo may activate the green indicator and the LED's will even work when plugged into mains power but the battery will not charge properly.

- The Photizo battery or charger could be faulty or have suffered wear and tear.



3. The 2 large LED's in the middle don't seem to be working

The wavelength of the LED's lies within the invisible range and cannot be seen by the naked eye. To confirm if the LED's are functioning view it through your mobile phone camera.

4. The LED's appear to get brighter during the dose

The brightness of the LEDs will increase after the first third of the dose which is entirely normal because this is when the dose changes from pulsed light to continuous light.

5. The lens of the Photizo gets quite warm after continuous use

The type of LEDs in Photizo will get warm when applying repetitive doses in one treatment session. The warmth will not affect the efficacy of the dose. If using on a large breed/animal and several different body areas need several applications on each, it might be advisable to give the unit a rest between treating the separate areas of the body so the lens and LED's can cool down.

6. The lens of the Photizo is quite scratched

Faint small scratches will not affect the efficacy of the Photizo. If the lens is very scratched or even cloudy (some chemicals can cause a deterioration of the lens material, such as flea treatments), this will reduce the intensity of the light so we advise you purchase a replacement lens which is available from Danetre Health Products.

7. The LEDs switch off before the full 31 second dose

It is possible to stop the dose by holding the ON/OFF button which is a feature built into the software program. Most applications will require a full 31 second dose so make sure you are not holding the ON/OFF button while the dose is being applied.

8. Photizo is giving a low number of doses (e.g. less than 140 doses)

A new Photizo device should provide 90 minutes of continuous use (*approx 180 doses*). Please take note of the following which affects performance of the battery:

- Battery capacity will naturally be lost over time depending on how many times the batteries have been recharged. Expected charge life can be 500-1000 charge cycles depending on the care of your device. If out of warranty, the battery can be replaced by our authorised service centre and there will be a cost.
- The loss of battery capacity can be accelerated by overcharging (e.g. leaving the device plugged in with charger after battery is fully charged). Make sure to disconnect from the mains after charging is completed (green indicator light stops flashing).
- Leaving the unit in a vehicle overnight when temperature is very cold is likely to also deplete the available charge in the battery. If flat, charge up in the normal way with the correct Photizo charger.

The most common reason for units being returned is due to low doses from the battery but often this has been due to incorrect charger being used or not charging the battery fully/incorrectly.

BATTERY TEST TO BE CARRIED OUT BEFORE RETURN

Before returning your Photizo device within warranty period due to low doses, please test and confirm the actual number of doses you get from a full charge. Make sure you fully charge your unit and accurately count and log the number of doses you get until the battery goes completely flat. You must confirm the number of doses to the Service Centre.

If you are unsure about the number of doses your device is providing, please feel free to contact us.

Existing Reported Faults

Please contact us to return to authorised Service Centre if you are experiencing any of the following with your Photizo:

- Photizo battery is charged correctly, beeps when ON/OFF button is pressed, green indicator light turns on and beeps when dose is finished but no LED's turn on.
- Unit beeps multiple times when plugged in with charger.
- Your unit is definitely not charging after completing all checks in section 2 above.
- If your unit is providing less than 140 doses from a full charge and is still in the warranty period (please make sure you have completed the battery test above first).
- If your unit has been immersed in water by accident, **DO NOT** press the ON/OFF button or plug into the mains with the charger - This will cause a hazard and irreversible damage inside the Photizo.

NOTE: If your unit is returned and is found to be fully functional, you will be charged for the inspection fee, **even if your unit is in the warranty period.** (Inspection fee charge is £30 + vat plus delivery £10 + vat).

Please ensure all appropriate checks of the troubleshooting guide have been fully carried out before arranging return of your Photizo device with our authorised Service Centre. Please email service@trimbio.co.uk or Call 01403 597597 to book in the repair with a RTN number, any items returned without an RTN number may experience a delay in being repaired.