



TIPS & TUTORIALS

Looking after your Photizo Home Care device

Photizo Home Care models include
Vetcare, **Blush**, **Skin Care**, **Sport** and **Pain Relief**

Photizo Charger & Charging Information

Use the Correct Photizo branded Mains Charger



It is very important to use the correct **Photizo branded charger** originally supplied with your Photizo Home Care device.

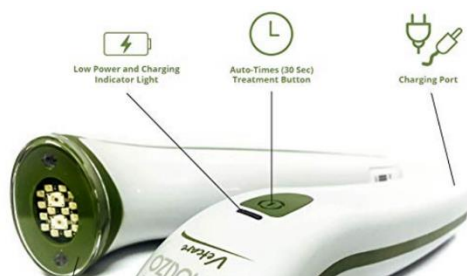
If your Photizo charger gets broken or lost, **DO NOT** use any charger with a DC jack plug which fits your Photizo. Many chargers have different voltage to the Photizo device. Other types of electrical appliance chargers will not charge the battery properly or could damage the internal circuitry.

Please purchase a replacement **Photizo branded charger** from our website [here](#).

For more information about the electrical input/output required please refer to your user manual provided with your Photizo device. [Online versions of User Guides](#) are also on our website.

DO NOT overcharge your Photizo battery

The internal rechargeable batteries are NiMH (Nickel Metal Hydride) and constant overcharging is likely to reduce the overall life/capacity of your battery. From new, the number of dose cycles expected is approx. 180 x 31 second doses.



This capacity will diminish over time (just like lithium batteries in mobile phones) but you can help preserve the capacity by unplugging your Photizo device as soon as it is completely charged. Eg. the green indicator light on top of your device stops flashing.

It may also help by making sure you do not charge your Photizo device until the battery is completely flat.

Remember you can still continue with a treatment session whilst your battery is connected to mains power and charging.

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Other Useful Care Tips

- **SEVERE COLD TEMPERATURE** will reduce the charge in the battery so we advise you not to keep your Photizo in a vehicle overnight or protect as much as possible from severe cold temperatures when using outside.
- **DO NOT OPERATE OR CONNECT TO MAINS POWER IF YOU SUSPECT WATER OR OTHER LIQUID** is inside your Photizo device.
Operating your device whilst water is inside can cause irreversible damage to your device. Get in touch with our Authorised Service Centre immediately if your Photizo device has been accidentally immersed in water to arrange return and inspection of the damage.

See our [Troubleshooting Guide](#) for contact details of the authorised Service Centre.

- **CAUTION WITH FLEA & TICK TOPICAL TREATMENTS**
We advise not to apply the Photizo device on or close to an area where flea & tick treatments have been applied to your animal's skin/hair due to the potential corrosive damage to the medical plastic lens. We advise you to refer to the provider of the flea & tick treatment to check how long the chemical might be expected to remain in the area applied in high concentration before using again on that area.

- **KEEPING YOUR PHOTIZO CLEAN**
Using alcohol-based disinfectants may damage the outer casing of your Photizo device over time so we therefore recommend cleaning/spraying your Photizo with an alternative but gentle antiseptic/disinfectant pet-safe product such as the Leucillin Skin Care spray.



Remember to keep the Photizo lens clean because dirt on the lens will reduce the intensity of the light applied. The Photizo is fairly moisture resistant but using excessive liquid sanitisers may cause condensation buildup inside the lens. Simply ease off the lens and wipe inside with a dry cloth.

Please keep the lens scratch free but if extensive scratching occurs over time, replacement lenses can be purchased from us or the Authorised Service Centre.

The lens can be covered in cling film to also protect from cross contamination and when using with open or infected wounds.



The [Photizo Protective pouch](#) can be purchased from our website as an additional accessory to help keep your Photizo clean and protected while in use, especially developed for equine application but ideal to help protect your device for use in any animal application.

- **REPAIRS AND SERVICING**
In the unlikely event your Photizo develops a fault either during the 12 month warranty or afterwards, please refer to our [Troubleshooting Guide](#) to check if the problem can be solved easily before contacting the authorised Service Centre to arrange return of your device.

trimbio DO NOT RETURN YOUR PHOTIZO DEVICE TO US, all repairs and servicing are now handled by [Trimbio Ltd](#) in West Sussex.

Trimbio's services will also include replacing the battery if your battery is no longer holding a reasonable amount of charge, checking the output of the LED diodes and repairing from any accidental damage.