



## Tips & Tricks

Before trying the troubleshooting below, please hold down you on/off button (Figure 1) for 10-15 secs. Then place on the charger over night. This will reboot the unit out of any abnormal state. Once you have done this, please try the troubleshooting below.

1) Charge for 90 minutes before use. Attach the charging cable to the magnetic charging contact. The cable can then be plugged into any USB Port or USB /or AC adaptor. Sometimes if the unit is completely dead, it may take up to 15 minutes for the light to start blink indicating it is charging.

- Light fast blink: Charging
- Light on: Fully charged
- Light off: No power, or Nova charger is not properly placed.
- Light slow blink: Low battery

2) Clean the contacts on the charging cap and unit itself with a cotton swabs and rubbing alcohol to ensure nothing is preventing them from making contact.

3) If the unit is not turning on, we recommend trying to turn the intensity up by pressing the on button on the unit itself. The intensity may have been previously decreased to a point that the unit doesn't feel like it is on.

4) If the unit is plugged into a computer, make sure the computer has not gone to sleep. The unit cannot charge on a TV, or on a computer that is off or asleep.

