

## Troubleshooting the 8-in-1 DermiSystem

1. Troubleshooting instructions for each function of the 8-in-1 are located on the following pages.
2. If the 8-in-1 DermiSystem does not operate, check to ensure that:
  - ◆ The main power switch of the 8-in-1 unit is set the “On” position.
  - ◆ The power cord is plugged into an operating GFCI outlet.
3. If the 8-in-1 still does not work, change the fuse (see below).
4. If after changing the fuse, the unit still does not work, call the authorized service center at 1-800-558-5571.

### Changing the Fuse

1. The fuse for the 8-in-1 DermiSystem is located just below the main power outlet. If you need to change the fuse, open the compartment using a small screwdriver.



2. Two fuses are found in the compartment, the working fuse and a spare fuse. Remove the working fuse and replace it with the spare fuse.

Hint: To avoid possible down time in the future, it is suggested that you order a new fuse.



## Troubleshooting the Facial Steamer

If you experience problems with the operation of your steamer, please consult this troubleshooting guide before calling technical services at 1-800-558-5571.

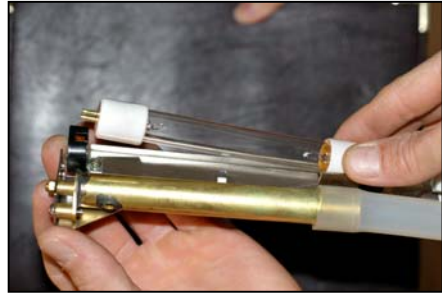
1. If unit does not come on, check to ensure that:
  - ◆ The unit is plugged into an operating outlet.
  - ◆ The main power switch is in the “On” position.
2. If there is no steam, check to ensure that:
  - ◆ The main power switch of the 8-in-1 is in the “On” position.
  - ◆ The steamer is plugged into an operating outlet.
  - ◆ The steamer unit timer is turned past the 10-minute mark.
  - ◆ The steamer jar gasket, located at the top of the jar, is in place, and not worn.
  - ◆ The steamer jar is filled to the proper level.
  - ◆ The water is boiling and no leaks are present. If there are no leaks and the water is boiling, steam is probably being emitted. You just can’t see it. Turn on the Ozone lamp to make the steam more visible. If you still can’t see steam, check the Ozone Lamp to see if it is burning. If it is not burning, it will need to be replaced.
  - ◆ This unit is equipped with a thermal overhear sensor. If the unit is hot, allow it to cool so the sensor can reset itself, then try again.
3. If the ozone doesn’t work properly, check to ensure that:
  - ◆ The ozone switch is in the “On” position. (The switch will be lighted when it is on.)
  - ◆ The ozone bulb is burning steadily. If operating properly, there will be a constant pale blue light inside the steamer arm.
  - ◆ If the Ozone Lamp is not burning, check to see if the water is heating.
  - ◆ To replace the Ozone bulb, you will need a Phillip’s Head Screwdriver.
    - Unplug the steamer.
    - Remove the nozzle cap and felt strip.
    - Remove the two screws in the end cap, and take it off.



- Follow the light cover down to the base and remove the other three Phillip’s Head screws.



- Slide the housing off to expose the bulb and starter.
- Remove the bulb by rotating it one-quarter turn. Then slide it out.
- Replace the bulb. Check to make sure the starter is tight, and test the bulb before reassembling.
- Plug in the unit and make sure the bulb lights up. Do not look directly at the light. ***The light emitted can cause damage to the eye.***



- If the bulb doesn't work, you may need to replace the starter. It looks like a flashlight bulb with a white cap on the end. Unscrew it and replace.
- Slide the housing back over the steamer arm.



- Line it up with the groove at the center of the base.
- The cap has a similar groove. You may have to manipulate the cap slightly to get the cap to line up.
- Tighten the screws at the base and on the end cap. Don't over tighten.



4. If there is leaking around the jar, check the steamer jar and gasket:

- ◆ Gasket
  - Check to see that the gasket is properly positioned.
  - If the gasket is properly positioned, make sure it is not deteriorating or worn out.
  - If the gasket is deteriorating, replace it.
- ◆ Jar
  - Check the jar to see if it is fractured or if there are chips around the edge of it.
  - If the jar is fractured or chipped, discontinue use immediately and replace.

*Note: Tighten the knob on the retaining arm assembly to achieve a good seal between the gasket and the steamer jar.*

5. If the steamer is spitting from the steam nozzle, check to ensure that:

- ◆ The steamer jar is not overfilled.
- ◆ The nozzle is not obstructed.
- ◆ There is no contamination in the water. If the water appears contaminated:
  - Discard the water in the steamer jar.
  - Clean all parts of the steamer jar assembly (element, gasket, jar, etc.) with a non-foaming cleanser (vinegar and water solution)

6. If water is boiling out of the fill cap:

- ◆ Immediately discontinue use and call technical services at 1-800-558-5571.

## **Troubleshooting the Rotary Brush Unit**

If the Rotary Brush unit does not work, check to ensure that:

- ❑ The unit is plugged into a working outlet.
- ❑ The main switch is set to the “On” position.
- ❑ The RPM control knob is turned to a position that will create rotation.
- ❑ The directional switch is set to one of its “On” positions.
- ❑ The rotary brush handle is securely attached to the main unit at the rotary brush handle receptacle.
- ❑ The fuse of the 8-in-1 DermiSystem is good. Replace if necessary.
- ❑ The attachments are firmly inserted into the handle.

## **Troubleshooting the Vacuum and Spray**

### **Vacuum**

1. If there is no vacuuming action, check to ensure that:
  - ◆ The unit itself is plugged into a working outlet.
  - ◆ The vacuum hoses are tightly connected to the proper nozzle.
  - ◆ The main power switch is set to the “On” position.
  - ◆ The vacuum adjustment knob is turned to a position that will create a vacuum.
  - ◆ The hose connections at the unit and the accessory are secure and unobstructed.
  - ◆ The hoses are not damaged (cut, split etc.).
  - ◆ The fuse in the back of the unit is good.
2. If the vacuum adjustment knob is hard to turn, remember that it will retain some resistance throughout use.

### **Spray**

1. If there is no spray action, check to ensure that:
  - ◆ The unit is plugged into a working outlet.
  - ◆ The spray bottle is attached securely to the airline.
  - ◆ The main power switch is set to the “On” position
  - ◆ The panel power switch and spray power switch are set to the ‘on’ position
  - ◆ The hose connections at the unit and the spray bottle are secure and unobstructed
  - ◆ The hoses are not damaged. (cut, split etc.)
  - ◆ The fuse in the back of the head is good. Replace if needed.
2. If the spray becomes inconsistent or spotty:
  - ◆ Empty the spray bottles and clean with warm water and mild detergent. Rinse well.
  - ◆ Soak cap in 90% alcohol for 3 to 4 hours then rinse with warm water. Spray warm water through cap until clean.
  - ◆ Do not spray alcohol through the cap. It may create a fire hazard.

## **Troubleshooting the High Frequency**

If there is no current, check:

- ❑ The all switches are set to the “On” position.
- ❑ The handle cord is securely plugged into the unit.
- ❑ If one of the electrodes does not work as it should, test the other three to see if they have the same problem. If it’s just the one electrode, replace the electrode. If it is all three, replace the handle.
- ❑ The fuse in the back of the unit is working.

## **Troubleshooting the Galvanic**

1. If there is no current, check to ensure that:
  - ◆ The galvanic power and main power switches are set to the “On” position.
  - ◆ The intensity control knob is turned to a position that will create a current.
  - ◆ The cables are attached securely to the panel and that the electrodes are attached to wires.
  - ◆ The cable set has been inspected for breaks or cuts. Replace if damaged.
  - ◆ The fuse in the back of the unit is good. Replace if necessary.
2. If the current suddenly increases during a session, the galvanic unit will shut down automatically. The meter will go blank. When the current comes back to a safe level, the unit will reset automatically to the previous setting and start operating again. However, if the meter cuts off during a treatment, the current level is set too high. You must decrease the current flow in order for the unit to work properly.

## Troubleshooting the Magnifying Lamp

### Changing the Mag Lamp Bulb

1. On both sides of the Magnifying Lamp, there is a small slot with a tab that pushes out through the opening. Insert a small screw driver into the slot and push on the tab to release the plastic cover.



2. Remove the 3 rubber retaining bands.
3. In addition, there is one band that the manufacturer puts around the bulb to protect it during shipping. Remove this band using pliers or wire cutters.
4. Unplug the bulb.
5. Replace the bulb, lining up the 4 pins on the bulb with the corresponding holes in the receptacle.
6. Replace the 3 rubber retaining bands.
7. Replace the plastic cover, lining up the plastic tops with the openings. Make sure it locks into place.



Hint: To avoid any possible down time in the future, it is suggested that you order a replacement bulb.

### Troubleshooting

1. If the lamp does not come on, check to ensure that:
  - ◆ The main power switch of the 8-in-1 unit is set the “On” position.
  - ◆ The bulb is firmly seated in its receptacle.
  - ◆ The magnifying lamp component is properly plugged into the main unit of your 8-in-1 system.
  - ◆ The bulb is working properly. Bulbs are available from Universal Companies, Inc.

## Troubleshooting the Wood's Lamp

### **Changing Black Light Bulbs**

1. Unplug the Wood's Lamp.
2. Remove the cover.
3. Remove the center bulbs first.
4. Grip the bulb with your fingers and roll it toward you one-quarter turn.
5. Lift the bulb out.
6. Using this process, remove any other bulbs that need replacing.
7. Beginning with the outside bulbs, insert the new bulb and roll it toward you one-quarter turn. You should feel it lock in place.
8. Repeat this process until all bulbs are replaced.



Hint: To avoid any possible down time in the future, it is suggested that you order a replacement bulb.

### **Troubleshooting**

1. If the Wood's Lamp does not come on, check to ensure that:
  - ◆ The main power switch of the 8-in-1 unit is set to the "On" position.
  - ◆ The Wood's lamp is plugged into the main unit.
  - ◆ The bulbs are properly seated.

## Parts List with SKU's

### **Facial Steamer**

P20002	Steamer Jar Handle
CP9066T	Steamer Jar
CP9081T	Ozone Lamp
CP9402T	Steamer Gasket
P9013	Fluorescent Starter
CP9096	5 amp Short Fuse

### **Vacuum & Spray**

PT906	Spray Bottles
PT907	Red and White Hoses
PT908	Wrinkle Cupping Glass
PT909	Straight Cupping Glass
P9052	Blackhead Cupping Glass

### **Galvanic**

P9074	Client Electrode
P9075	Facial or Split Electrode
P9076	Roller Electrode
P9097T	Pen Electrode

### **Rotary Brush**

PT911	Large Goat Hair Brush
PT912	Small Goat Hair Brush
PT913	Large Foam Attachment
PT914	Pumice Attachment
PT917	Brush Handle
PT918	Medium Goat Hair Brush
PT919	Small Foam Attachment

### **High Frequency**

P9097	Acne Electrode
P9098	Spoon Electrode
P9099	Mushroom Electrode
P9100	Indirect Electrode
PT915	High Frequency Handle

### **Wood's Lamp**

P9049	Wood's Lamp Replacement Bulb
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### **Magnifying Lamp**

P20005	Bulb Cover
C1000T	Replacement Bulb
CP9096	5 amp Short Fuse

### **Fuses**

CP9096	5 amp Short Fuse
CP9082T	10 amp Short Fuse