

Applicator

Error	Reason	Solution
Error Codes E141/E311	Blue (rubber) button stuck inside	The rubber button can be pulled upwards out of its holder and reinserted correctly
Applicator is inserted but not functioning properly or is not able to be inserted properly	Silver guide pins (on applicator plug) may be bent/broken	How to insert applicator Try to bend the pins back straight, if the silver guide pins are broken, send the applicator to your service center If not possible, send applicator to your service center
Error Codes E131 or E141	Defective membrane or cable/sensor	Replace membrane E131 Video If an error is still present after replacing the membrane, send to your service center
Error Code E224	Defective electrode, motor or cable	Send to your service center
Grey tube has detached from applicator housing	Too much force applied during treatment	Stretch the tubing (gently) towards the applicator handle If not possible send to your service center
Motor that connects the applicator is not functioning properly	Extended Use	Hard shut down the device. When restarting the device, hold down the yellow center button for 2 seconds, then release. Press the yellow center button 3x quickly while the screen is loading and the applicator will eject. Restart the device afterwards. Hard Reset Video If error is still present after removing the applicator, contact your service center.

Cartridge

Error	Reason	Solution
Error Code E112 - cartridge water level too low	Membrane leaking	Fill water cartridge to 7cm water level with tap water with the syringe supplied with the device Add or Remove Water from Water Cartridge
Cartridge does not fit in device	Cartridge expanded	Use spare one if available from another applicator Send to your service center
Device is not filling the applicator or water running out of the cartridge socket	White connectors are defective	Use spare one if available from another applicator Send to your service center
Water bubbles inside the applicator	Cartridge too low	Fill water cartridge to 7cm water level with tap water with the syringe supplied with the device Add or Remove Water from Water Cartridge

Device

Error	Reason	Solution
High voltage error E311 after applicator is attached -> Setup screen cannot be accessed	Applicator not inserted properly	Hard shut down the device. When restarting the device, hold down the yellow center button for 2 seconds, then release. Press the yellow center button 3x quickly while the screen is loading and the applicator will eject. Restart the device afterwards. Hard Reset Video If error is still present after removing the applicator, contact your service center.
High voltage error E311 when device is switched on with applicator attached -> Setup screen cannot be accessed	High voltage module defect	Hard shut down the device. When restarting the device, hold down the yellow center button for 2 seconds, then release. Press the yellow center button 3x quickly while the screen is loading and the applicator will eject. Restart the device afterwards. Hard Reset Video If error is still present after removing the applicator, contact your service center.
High voltage error E311/E315 with and without applicator	Microswitch for high voltage release is defective	*****If the error is still present send to your service center
Controller Error E411	Reset button pressed before the pre-set interval of softwaves completed	Press "OK" and "Reset"
Air bubbles in the applicator or water running out of the cartridge connection	Water connectors inserted but not sealed	Send to your service center
Display screen not responding	Control unit defective	Send to your service center

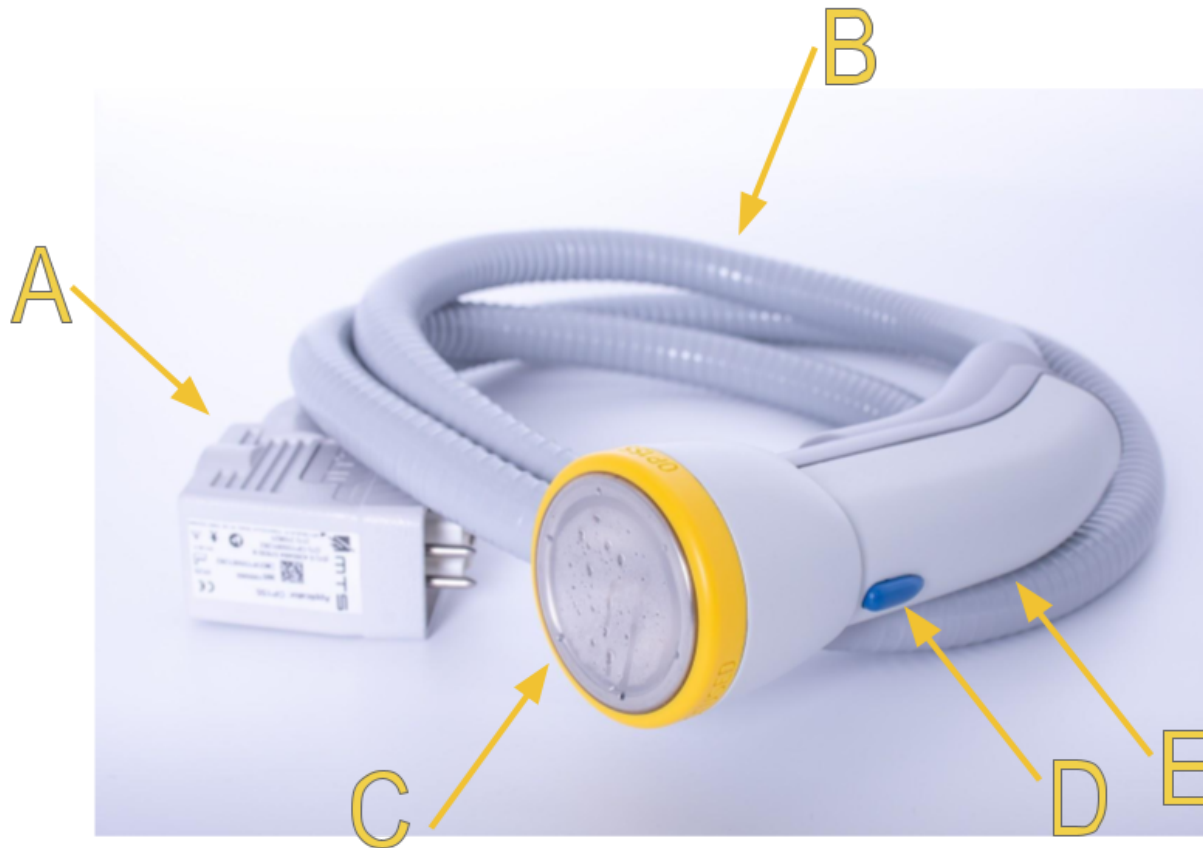
Main Device Reference Guide



Index One

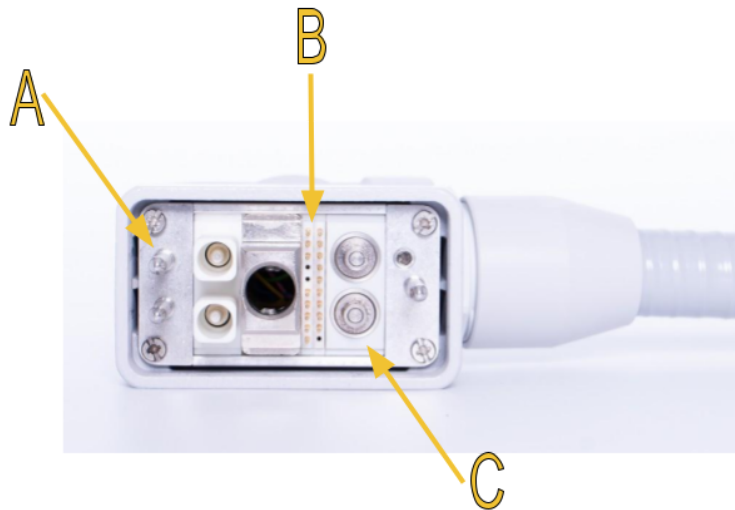
- A. Applicator Head, Yellow Membrane Ring
- B. Display
- C. Applicator Connection
- D. Yellow Center Button
- E. Toggle Switch for Power Supply

Applicator & Water Cartridge Reference Guide



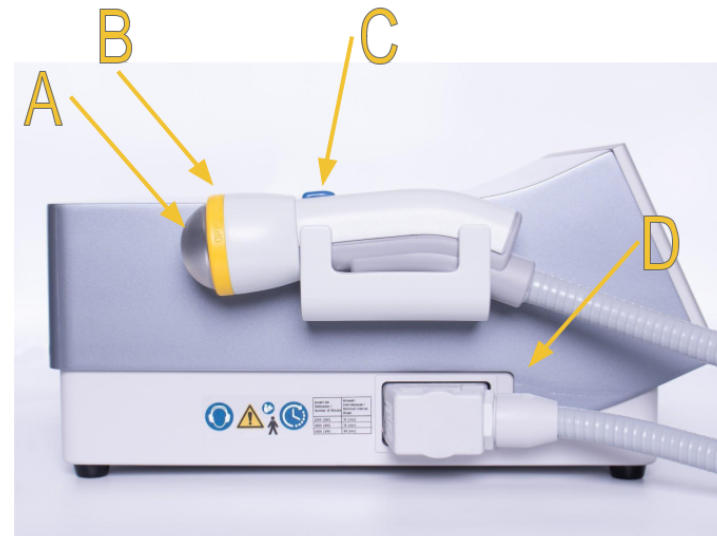
Index Two

- A. Applicator Plug
- B. Applicator Hose
- C. Yellow Membrane Ring
- D. Blue Applicator Button
- E. Applicator Housing



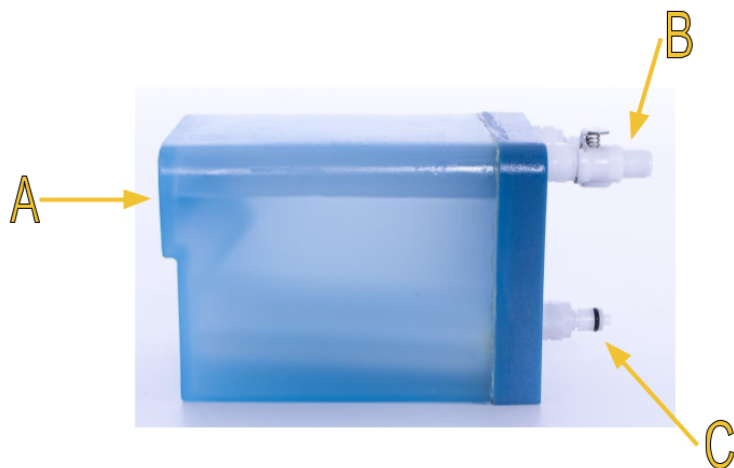
Index Three

- A. Silver Guide Pins
- B. Gold Communication Pins
- C. Water Connections
- D. Applicator Plug



Index Four

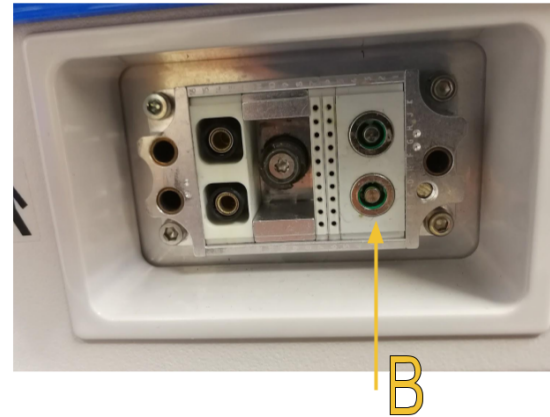
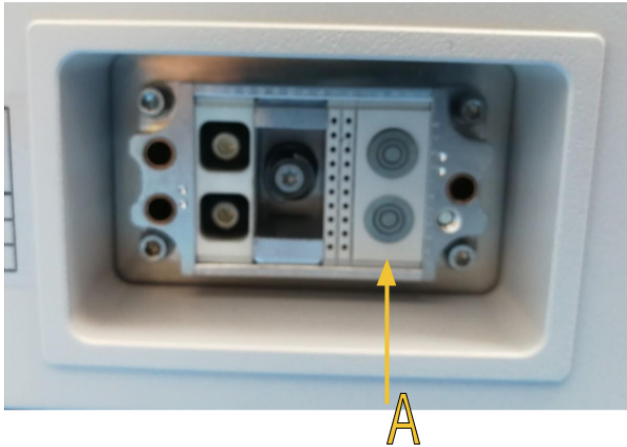
- A. Membrane
- B. Yellow Membrane Ring
- C. Blue Applicator Button



Index Five

- A. Water Level (Set to 7cm)
- B. Applicator Drain Nozzle
- C. Applicator Fill Nozzle

Applicator Socket Reference Guide



Index Six

- A. Water Connectors in the Applicator Socket are properly sealed
- B. Water Connectors are not properly sealed (send device to service center)

Important Notes:

1. The gold communication pins (Index 3, Item B) must be straight and the water connections (Index 3, Item C) should be sealed and not pressed in.
2. The Membrane (Index 4, Item C) should not display any air bubbles. If air bubbles are visible, fire off a few pulses to dissolve the bubbles.
3. If a problem is detected and cannot be resolved – exchange the applicator and cartridge at least once with another pair to verify whether the problem is the applicator/cartridge or device.
4. The proper water level for the water cartridge (Index 5, Item A) is 7cm.
5. The water cartridge can expand or bulge and will not insert properly into the device (return to the service center).