

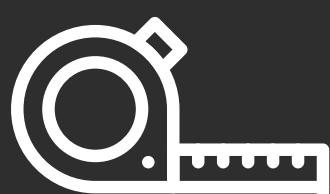
TROUBLESHOOTING GUIDE: FREEZING (*LCD screen is stuck / unresponsive*)

TOUCHSCREEN



- Always use the stylus; fingers can cause freezing over time
- Touching the screen in any way during a recipe can cause freezing

INTERFERENCE



- The BioCharger needs a 50 cm / 20 in. clearance around the clear enclosure during operation. Objects too close can cause freezing.

POWER SUPPLY



- Sometimes the power cable can become loose. This is more likely to cause sudden shutdowns, but can also cause freezing. Check the two-piece power cable to ensure all connections are firm.

USB ADAPTER



- The USB adapter can cause freezing, especially when disconnected from the wifi network. Connect to wifi, if not already. If issues persist, test without the USB adapter and contact us for additional support.

INTERNAL CLOCK (UNCOMMON)



- Though uncommon, the internal clock can become out of sync, resulting in freezing. Leave the BioCharger connected to the internet for 30 minutes and it should auto-sync with remote time servers.