

Ionic~Colloidal Silver Troubleshooting Models: SP7 & SP6

Green Power Light The Green Power Light is not on. is on, but the Orange Light does not light up. Is the unit running off a Wall Adaptor or Battery? Touch the two Silver Wires together. Does the No Yes Wall Orange light shine brightly? Battery Adaptor **Ensure Wall** Ensure the Red The glow of the Ensure the Adaptor is fully Low Battery light USB symbol is Orange light plugged into the is off. increases as the face up on the unit and the wall current reaches a plug and the outlet. maximum output of USB plug is fully Ensure the inserted into the 1.0 mA. This can take Battery is a 9-Volt up to 15 minutes. unit. Try another **Alkaline** Battery. wall outlet. Ensure the Ensure at least Ensure the Battery is Silver Wires are Try a different 70% of the inserted correctly. properly inserted Wall Adaptor -Silver Wires are into the 12 Volts DC with a immersed in the Silver Wire Holder. Center Positive Pin water. Try gently moving that supplies at the metal battery least 500 milliamps. prongs forward in the If the Orange light is still not battery compartment to on, there may be a fault in the If the unit still does make better contact. Silver Wire Holder or the unit. not work, there may Contact Customer Experience be a fault. Contact at 1.800.224.0242 Try a new 9-Volt Customer Experience at or repairs@sota.com **Alkaline** Battery. 1.800.224.0242 or repairs@sota.com



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