Silver Pulser

Ionic~Colloidal Silver Troubleshooting

Model: SP8

Green Power Light is not on.

Is the unit running off the Battery or the Charging Cord?

Charging Cord

Ensure the Charging Cord is plugged into the unit and a USB port or a USB charger plugged into a wall outlet.

Try another:
- USB charger
- USB port
- Wall outlet
- Charging Cord

Battery

Ensure the Battery is fully charged.

If the unit still does not work, there may be a fault. Contact Customer Experience at 1.800.224.0242 or 1.250.770.2023 or repairs@sota.com

The Green Power Light is on, but the Orange Light does not light up.

Touch the two Silver Wires together. Does the Orange light shine brightly?

Yes

The glow of the Orange light increases as the current reaches a maximum output of 1.0 mA. This can take up to 15 minutes.

Ensure at least 70% of the Silver Wires are immersed in the water.

No

Ensure the USB symbol is face up on the plug and the USB plug is fully inserted into the unit.

Ensure the Silver Wires are properly inserted into the Silver Wire Holder.

If the Orange light is still not on, there may be a fault in the Silver Wire Holder or the unit. Contact Customer Experience at 1.800.224.0242 or 1.250.770.2023 or repairs@sota.com

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Model: SP8

Water turns Dark and/or Cloudy.

Is Distilled Water being used?

Yes

For the recommended 5-8 PPM, allow the unit to run for one hour for each cup of water, stirring the solution periodically. Leaving it longer could produce a higher PPM resulting in a darker yellow solution.

Water is often the variable. Try a new batch or a different brand of distilled water.

Ensure no salt was added to the water. Adding salt to the water will not speed up the process of making Ionic~Colloidal Silver. Also adding salt produces Silver Chloride which makes the solution cloudy.

No

For the purest quality Ionic~Colloidal Silver, use Distilled Water.

Black Particles (Silver Oxide) are present in the Water.

The particles can be filtered out (a coffee filter works well). The following are suggestions to help minimize Silver Oxide:

Stir the solution periodically during the process.

Periodically, clean the Silver Wires with a paper towel during the process.

Ensure Distilled water is being used.

Be sure the Silver Wires are not touching the glass and are at least one inch from the bottom and sides of the glass.