PhoneSoap 3.0, Pro, Go and HomeSoap.

1. General Safety Guidelines

- Avoid Direct UV-C Light Exposure: UV-C light is harmful to the skin and eyes. Do not look directly at the light or expose any part of your body to the UV-C lamps.
- Keep Away from Children: This device is not a toy. Keep it out of reach of children to prevent accidental exposure or misuse.
- Do Not Open While Operating: Ensure the lid is fully closed during use to contain UV-C light within the device.

2. Usage Guidelines

- Inspect Device Before Use: Check for any damage, especially to the lamps and the power cord. Do not operate if any parts are damaged.
- Place Device on a Stable Surface: Ensure the device is on a flat and stable surface to prevent tipping over during use.
- Compatible Items Only: Use the PhoneSoap 3.0 only for items it is designed to sanitize, such as smartphones, keys, or small accessories.

3. Maintenance Guidelines

- Unplug Before Cleaning: Always disconnect the device from power before cleaning.
  Use Soft Cloth for Cleaning: Wipe the interior and exterior with a soft, dry or slightly damp cloth. Avoid using harsh chemicals or abrasive materials.
- Replace Lamps with Manufacturer-Approved Parts: Only replace the UV-C lamps with those recommended by the manufacturer to ensure safety and functionality.

4. Electrical Safety

- Voltage Compatibility: Ensure the device is plugged into a compatible outlet as specified in the user manual.
- Avoid Water Contact: Do not immerse the device in water or expose it to excessive moisture.
- Power Cord Care: Do not yank the cord to unplug or expose it to high temperatures.

5. Troubleshoot

PhoneSoap 3.0 light is red.	**Bulbs are dormant:** when the gasses inside the bulbs aren't electrified for a while, they can become reluctant to light at first. 1. leave the lid open to a well lit room or natural light for 5-10 min. 2. shine flashlight at the bulbs for a few minutes. **Broken bulb:** carefully inspect all bulbs inside your unit. Looking for cracked or crushed bulbs. **Burnt out bulb:** check the ends of each bulb for silver discoloration. **Unit overheating:** unplug the unit and leave in a well ventilated room for 20 min. To prevent overheating do not run sanitizing cycles back-to-back multiple times without a break to cool down.
My PhoneSoap only works if I unplug it and plug it back in.	This means that there is a short in the device or charging cord, you will need to return the unit with the cord for a repair or exchange if the device is still covered in warranty.
My PhoneSoap won't charge my device.	ensure your PhoneSoap device is still running a sanitation cycle. **PhoneSoap: Pro, Go, 3, Basic V1, and HomeSoap** Ensure your PhoneSoap unit is plugged into a power source while attempting charge. Try to charge the device with a different cable. Attempt to charge a different device.

My PhoneSoap won't charge my device.	**PhoneSoap Wireless Only** Ensure your PhoneSoap unit is plugged into a power source. Make sure your phone has wireless charging capabilities. Remove your phone case. Confirm that the phone is centered on the Qi charger with the screen facing up.

Ways to Troubleshoot Your Device
This article determines if your PhoneSoap is malfunctioning and provides some troubleshooting tips.

Plugged into a Working Socket?

First, check if the power socket is the issue. Try testing the socket with a lamp or other household items to ensure it is working.

Plugged in Correctly?

Try checking if the cords are plugged into the correct ends of the unit. The PhoneSoap Pro requires the power cord to be plugged into the "USB-C IN" port only. For the PhoneSoap Go, the power cord should be plugged into the "Power Input" port in the back. This is the same for the PhoneSoap 3, Wireless, HomeSoap, and AirSoap.

Automatic or Manual Mode?

Ensure the unit is in the correct mode. If in Manual mode, the PhoneSoap Pro and HomeSoap will only turn on when prompted. If you have further questions, refer to the article on Manual vs. Auto modes.

Still having difficulty?

Please contact customer service and we'll troubleshoot the device with you.

Legal note

This product has been designed and manufactured in compliance with all applicable EU safety and quality standards. When used as intended and in accordance with the provided instructions, it is not expected to pose any risk to health or safety.

The warranty covers defects in materials and workmanship under normal conditions of use for a period of 2 years, starting from the date of purchase. This warranty is provided in addition to your statutory rights under EU consumer protection laws and does not affect those rights. PhoneSoap, distributor and reseller's sole obligation under this warranty shall be (at PhoneSoap, distributor or reseller's option and expense) to repair or replace the product or part with a comparable product or part. All products or parts that are replaced become the property of PhoneSoap, distributor or reseller.

The manufacturer accepts no liability for damages resulting from misuse, improper handling, unauthorized modifications, or failure to follow the provided instructions. To the maximum extent permitted by applicable law, the manufacturer disclaims liability for any indirect, incidental, or consequential damages.

Consumers are advised to retain proof of purchase and contact the retailer or manufacturer in the event of a warranty claim

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