Common Faults and Solutions

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Thank you for purchasing the JTAPURE UVC light. If the product doesn't work well during use, please refer to the following solutions.

Failure One: The remote control can't start the product;

Solution: (1) The effective remote control distance is 32.8 feet (straight line distance with no obstructions in the middle). If the distance between the remote control and the product is too far, it is possible that the remote control cannot control the product.

(2) If there are too many obstructions between the remote control and the product, such as multiple doors or walls, the reception of the remote control signal will be affected.

(3) If the remote control has been used for more than half a year, its battery may need to be replaced.

Fault two: The product does not work normally;

Solution: (1) Please first check whether the power outlet is energized, whether the plug of the product is correctly inserted into the power outlet and whether the input voltage is 100-120V.

(2) If the UV lamp does not work after starting the product and hearing the 30-second beeping alarm, then it is possible that the product was hit during transportation, thus causing internal damage and a short circuit of the UV lamp. If you are facing this situation, please contact us and explain the situation, and we will immediately replace a new set of products for you or offer you a full refund. Our after-sales service email is: info@fsvigorous.com

(3) If the product has been used for more than one year at this time and the UV lamp can not start, then you need to replace the UV lamp.

If your problem cannot be solved after trying the above solutions, or if you are still dissatisfied with our products in other ways, please make sure to contact us by email (info@fsvigorous.com
) first and inform us of your request. Our company always pursues

the goal of delivering customer experience with a high degree of satisfaction. We will do all that we can to satisfy your needs and solve your questions. Thank you.