



support@torraslife.com

Need Help With Your Coolify? Get 100% Satisfaction Guaranteed!



FOR ANY ISSUES

Before or after your purchase, TORRAS is always here to help. Some common issues we can help with include, but are not limited to:

- Bluetooth Problem
- Package Problem
- Battery Life Problem
- Don't know how to change mode
- Any other concerns you may have



CONTACT US

To ensure prompt and efficient service, we recommend reaching out to our customer service specialists using one of the following methods:

1. Visit TORRAS on Amazon's product list and click the fast button:

[Ask a Question](#)

1. Send an email to support@torraslife.com with details about your issue. To expedite the process, please attach any relevant photos or order ID that can help our team better resolve the problem.

You can expect a reply within 12 hours in both methods.



USEFUL INFORMATION

1. Please note that Coolify's case doesn't be sold separately.

2. If you meet the Bluetooth Problem, We have identified the following troubleshooting steps for you:

·Reset the product to factory settings manually (Long press the power button and switch button for 5-8 seconds when COOLIFY is turned off), then power it on and off again before immediately using the app to search for Bluetooth.

·Uninstall the current app and download the latest version. Power the product on and off again before conducting a new Bluetooth search.

·If you have any Android phones. Please try using an Android phone to perform a Bluetooth search. If you can detect the Bluetooth signal of Coolify, it indicates that the product is functioning properly. In this case, please provide us with the iPhone model and app version for further confirmation. (please power the product on and off before conducting the search).