

# Trouble Shooting Steps

If your Moon is not working, try the following:

- 1) Check to make sure that you have placed 4 new AA batteries into the back of the moon. Ensure that the "+" and "-" of the battery corresponds correctly with the battery plates. After completed, remember to replace the cover and screw it back on.
- 2) Check to make sure that you have placed 2 new AAA batteries in the back of the remote control. Ensure that the "+" and "-" of the battery corresponds correctly with the battery plates. After completed, remember to replace the cover and screw it back on.
- 3) When operating the moon, make sure the remote control is within a clear view of the moon. Any obstruction in the path of the remote control could prevent the remote from activating the moon.
- 4) When operating the moon, make sure that the switch on the back of the Moon is turned to the "ON" position.
- 5) Make sure that the remote control is not damaged and that the buttons each click down when pressed and come back up when released. If the remote has been dropped, stepped on, or otherwise damaged, then the remote may not work correctly.
- 6) Make sure that you are using the same remote that came with the Moon you purchased.\*

\*To ensure they have the correct remote, they can contact our consumer services department to read the code on the back of the remote and ensure it corresponds with the moon they purchased.