Dear Customer ,

Thank you for purchasing the JTAPURE UVC light. In order to better use the product, you are kindly requested to read the matters below for your attention:

1. Our after-sales service email is: info@fsvigorous.com

2. The remote control of the product is set in the middle part of the inner box (the image below for reference). If you can't find the remote control or find it damaged, please timely contact with us by Email, we will change a new one asap.Prior to use of the product, remember to pull out the insulation sheet under the remote controller first.



3. Since Amazon's in charge of the product transportation and delivery, we cannot manage or control this process. Besides, UV tubes are so fragile that it's easy to be damaged or fail to start while encountering violent transportation. So if you encounter such situation, please timely contact with us and provide related evidences, we will send you a replacement or refund to you at top speed. You don't need any other operation, thus to avoid your trouble of return and exchange application.

4. For safety reasons, the product comes with a 30-second delayed start function. When the start button is pressed, there will be a beeping alarm to remind people and pets to exit the room. The UV lamp will only start working after the alarm stops, which is not a product failure.

5. The UV lamp needs to be warm up, so when the product starts, sometimes the lamp is red. It's a normal phenomenon and will soon get back to normal. Do not worry however, the quality and function of the product is not affected.

6. When the ultraviolet light is on, no person or pet is allowed to stay inside the room to avoid being burned by the ultraviolet

rays. After the ozone UV device is finished, it is recommended to ventilate for more than 30 minutes so that the ozone smell produced is completely decomposed.

7.Please unplug chargers when you are not using it.

We are a growing company and we appreciate the purchase of each customer. We are always making efforts to pursue good-quality products and a positive customer experience. Therefore, if you have any problems in the process of using the product, please contact me at any time, we will provide you with sincere services !

Finally, we are grateful for your patience and understanding. You are very welcome to purchase the products of our company again. We hope that you enjoy your shopping and wish you have a beautiful day. Thank you.