

Troubleshooting: Herz P1 Smart Ring Not Charging

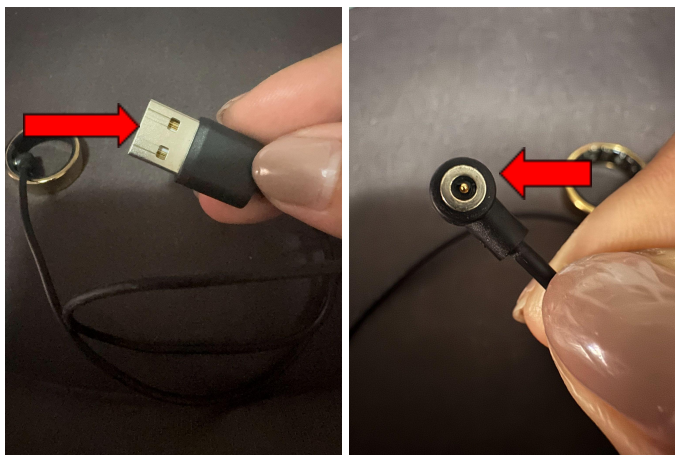
Follow these steps if your ring is not charging properly.

Step 1: Check the Charging Cable

- Make sure the power strip or outlet is working.
- Connect the magnetic charging cable to the ring.
- There are two indicator lights inside the ring:
 - Red light = Charging
 - Green light = Fully charged
- If no light appears, proceed to the next step.

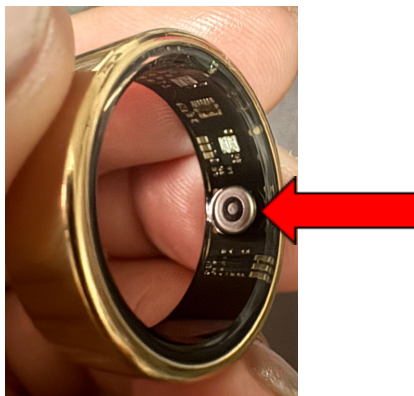
Step 2: Check the USB-C and magnetic ports

- Locate the USB-C port(s) and magnetic port on your charger. Make sure the ports are free from dust or debris before connecting your device
- Using a clean and undamaged cable ensures safe and efficient charging.



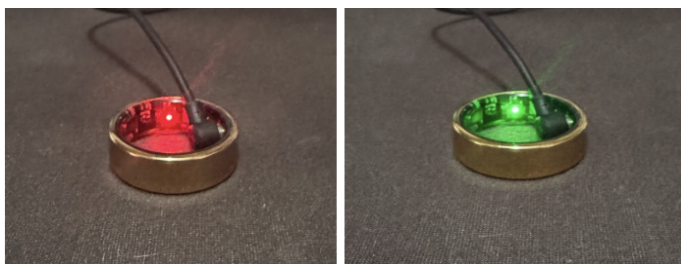
Step 3: Clean the Charging Dock

- Dirt or dust on the charging dock may prevent charging.
- Use a lint-free cloth lightly dampened with alcohol to clean the inner and outer surfaces of the charging dock.
- We recommend frequent cleaning if you use lotion or makeup daily, or if your work exposes the ring to dust and dirt.



Step 4: Check Charging Again

- After cleaning, reconnect the charger.
- The indicator light should work normally:
 - Red = Charging
 - Green = Fully charged



Step 5: Upgrade Your Charging Experience (Optional)

- For faster, more reliable charging, consider the Herz P1 Rapid Charging Case. It provides stable contact, improved charging efficiency, and added protection for daily use.
- Learn more at: [Herz P1 Rapid Charging Case](#)

Step 6: Contact our Support Team

- If your ring still won't charge, reach out to our Herz P1 customer support team to request a replacement.
- Phone: (877) 309-3614
- Email: support@herzp1.com