

Troubleshooting

Note: If there's any question about the condition of the battery, please replace the battery before proceeding.

Problem	Solution
Screen is completely blank	<ol style="list-style-type: none"> 1. Place switch at SET. 2. Remove battery. 3. Press UP and DOWN buttons at the same time and hold for 10 seconds or more. 4. Clean metal contacts (spring and bump) inside battery compartment by rubbing with a pencil eraser, or better yet, clean with a cotton swab dipped in rubbing alcohol. Do the same with contacts on the battery itself. 5. Insert negative (flat end) of the battery but do not fully insert positive end. Instead just allow positive end to barely touch metal contact in battery compartment. 6. If display appears, fully insert battery and rotate it in place in few times to ensure solid contact. <p>If display does not reappear, please email us at support@habitchange.com or call 1-800-356-1506.</p>
Missing segments on display screen	<p>Requires factory repair. Please email us at support@habitchange.com or call 1-800-356-1506.</p>
Doesn't vibrate	<ol style="list-style-type: none"> 1. Place switch at SET. 2. Remove battery then reinstall it. The timer will automatically reset to 1 minute (0:01). 3. Place the switch at RUN and confirm that the MotivAider is counting down. If it counts down to 000, resets to 1 minute, and then starts counting down again without vibrating, then the vibration-producing mechanism may be stuck. 4. Place switch at SET. 5. Set the timer to 000. 6. Place the switch at RUN. 7. Rap either side of the MotivAider 2 or 3 times against a book or protected hard surface. <p>If this procedure does not cause the MotivAider to start vibrating, the MotivAider requires factory repair. Please email us at support@habitchange.com or call 1-800-356-1506.</p>
Makes loud noise when vibrating	<p>Requires factory repair. Please email us at support@habitchange.com or call 1-800-356-1506.</p>
Timer seems to be working erratically	<ol style="list-style-type: none"> 1. Place switch at SET. 2. Remove battery. 3. Press UP and DOWN buttons at the same time and hold for 10 seconds or more. 4. Reinstall battery.