

# Troubleshooting

For help, please email us at [info@habitchange.com](mailto:info@habitchange.com) or call us at 1-800-356-1506 or 218-681-6033.

**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"> <li>1. Place switch at SET.</li> <li>2. Remove battery.</li> <li>3. Press UP and DOWN buttons at the same time and hold for 10 seconds or more.</li> <li>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.</li> <li>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.</li> <li>6. If display appears, fully insert battery and rotate it in place in few times to make sure it's making solid contact.</li> </ol> <p>If display does not reappear, please contact us.</p>
Missing segments on display screen	Requires factory repair. Please contact us.
Doesn't vibrate	<ol style="list-style-type: none"> <li>1. Place switch at SET.</li> <li>2. Remove battery then reinstall it. The timer will automatically reset to 1 minute (0:01).</li> <li>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.</li> <li>4. Place switch at SET.</li> <li>5. Set the timer to 000.</li> <li>6. Place the switch at RUN.</li> <li>7. Rap either side of the MotivAider 2 or 3 times against a book or protected hard surface.</li> </ol> <p>If MotivAider does not start vibrating, please contact us.</p>
Timer working erratically	<ol style="list-style-type: none"> <li>1. Place switch at SET.</li> <li>2. Remove battery.</li> <li>3. Press UP and DOWN buttons at the same time and hold for 10 seconds or more.</li> <li>4. Reinstall battery.</li> </ol> <p>If problem is not resolved, please contact us.</p>

Makes loud noise when vibrating	Requires factory repair. Please contact us.
Counting down even with switch at SET	<ol style="list-style-type: none"><li data-bbox="537 317 1382 415">1. Move the SET/RUN switch back and forth rapidly many times. Make sure that you push the switch rather forcefully each time into the full SET position.</li></ol> <p data-bbox="488 449 1013 478">If problem is not resolved, please contact us.</p>