

Help, My Gen5 MotivAider Stopped Vibrating!

If your Gen5 MotivAider is counting down but fails to vibrate when it reaches 00:00:00, there are two possible reasons. (1) It's a fluke! Despite the odds against this happening, the vibrator mechanism stopped spinning at a *dead spot* and then was unable to start again when it should have, or (2) The vibrator mechanism is truly defective and will need to be replaced.

We recommend that you try the following procedure. If your MotivAider still doesn't vibrate after you follow these instructions, or if it vibrates but then fails again later on, please contact us at 1-800-356-1506 or info@habitchange.com.

1. With the MotivAider in the "Set" mode (not counting down and with some digits on the screen blinking on and off), press both scroll buttons at the same time to set the interval to 00:00:00.
2. Hold down the M key until the unit is in the "Run" mode (digits are no longer blinking).
3. Now, being careful not to touch any of the buttons/keys, hit either side of the MotivAider against a hard surface at least several times. (Don't be afraid to give it a good whack!)
4. If it doesn't start vibrating, do the same with the other side of the MotivAider, then ditto with the top and the bottom.

If it starts to vibrate but then stops, keep hitting it against a hard surface until it starts vibrating again and continues to vibrate.

If it vibrates continuously, let it vibrate for at least 10 seconds before holding down the M key to return to the Set mode (with digits blinking). You can now use the scroll keys to change the interval to the desired length.

If the MotivAider vibrates when you press and release the Test button (upper right), you've successfully revived the vibrator mechanism.