

Troubleshooting

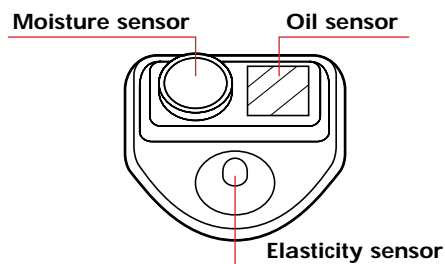
Error displays and troubleshooting for the [Triplesense] and [Dual Sensor]



Most errors experienced by users are caused by misuse rather than malfunction of the device. The [Triplesense] and [Dual Sensor] are precision instruments, so it is important to use the devices properly to obtain accurate results.

To assist you in ensuring proper use, we have listed possible error displays, reason for the error and solutions.


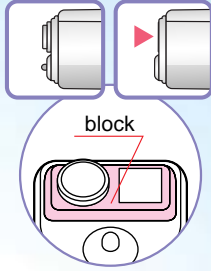
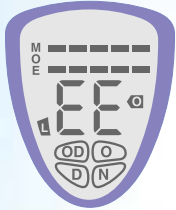
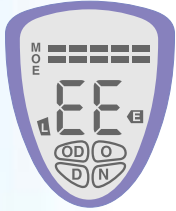
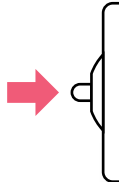
The explanation below indicate error displays for the [Triplesense], but troubleshooting listed below apply for the [Dual Sensor] as well.



Errors before measuring

Symptom	Cause	Solution
<p>1</p> <p>The “Error” message is displayed after pressing the “Measure” button. The device will not switch to the “Standby” mode.</p>	<p>The surface of the sensor is not clean.</p>	<p>Use the “oil removing cloth” included and thoroughly clean the oil sensor. When the sensor is not cleaned, “Error” will be displayed.</p>
<p>2</p> <p>The “Standby” is indicated at first, but the “Error” message is displayed after some time.</p>	<p>5 seconds after initially put into the “Standby” mode, the auto-power off function is activated and the “Error” message is displayed.</p>	<p>Correctly apply the sensor to the skin within 5 seconds of putting the device in “Standby”.</p>

Errors while taking measurements

Symptom	Cause	Solution
<p>3 [M]:Moisture reading errors</p>  <p>Once measurements are taken and switching to the "M" display, "EE" is shown instead of numbers.</p>	<p>When applying the sensor to the skin, if the block with the sensors mounted is not pressed completely in, the signal to activate the sensor will not be sent. The sensor will then display the "Error" message.</p>	 <p>When applying the sensor to the skin, make sure it is firmly applied.</p>
<p>4 [O]:Oil reading errors</p>  <p>Once measurements are taken and switching to the "O" display, "EE" is shown instead of numbers.</p>	<p>If the sensor is kept on the skin after the measurement is taken, an error will result and "EE" will be displayed for the oil results.</p>	<p>Start to measure once you hear "Beep, beep, beep". Take the sensor away from the skin immediately once you hear "Beep, beep". If the sensor is kept on the skin you will hear "Beep, beep, beep" and see the "Error" display.</p>
<p>5 [E]:Elasticity reading errors</p>  <p>Once measurements are taken and switching to the "E" display, "EE" is shown instead of numbers.</p>	<p>As with the moisture sensor, the elasticity sensor is not pressed completely in.</p>	<p>Apply the sensor perpendicular to the surface of the skin.</p> 

Pointers for accurate measurements

When taking measurements, please apply the sensor perpendicular to the surface of the skin.



When you hear "Beep, beep (2x)" remove the sensor from the skin immediately.



When taking measurements, gently support the face or shoulder opposite of the sensor.



After reviewing the list above and you continue to get "Error" displays, please refer to the contacts below.

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