

Before troubleshooting your MegaPeel be sure that the crystal cannister is not empty or the waste filter is not full.

## TROUBLESHOOTING

We expect that your experiences with the MegaPeel product and process will always run smoothly. In case you run into problems, here's a handful of suggestions.

### WHAT IF THE MACHINE DOES NOT TURN ON?

Make sure that cord in the back is plugged in and the power button on the front of the machine is on.

Check the fuse.

Unplug the machine.

On the back of the machine, right of the circular vent, is the black fuse box.

Use a regular, flat-blade screwdriver to pull out the front of the black fuse box.

Again using the screw driver, pop off the red fuse box. If the fuse looks blown, replace it with a new fuse.

From the spare parts kit, take a new fuse, which is a glass-and-steel tube about 1 1/4-inch long.

Using your fingers, remove the old fuse from the MegaPeel.

Install the new fuse.

Throw the old fuse into regular trash.



### WHAT IF CRYSTALS ARE NOT COMING OUT OF THE HAND-PIECE? #1

Remove the lid.

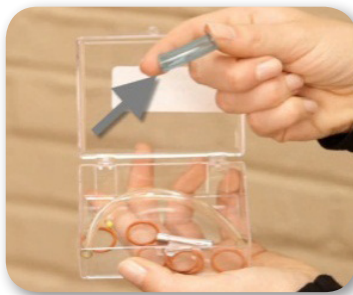
Lift the top of the machine.

Lift the white crystal container (the smaller of the 2 containers) from the machine.

To remove the blue tube, push down with your thumb on the small, white plastic piece located on the crystal container.

Take the short blue tube from the spare parts kit.

Attach it to the metal grommet at the end of the long, blue crystal tube.



Press on the pink O-ring to remove the pink tube attached to the waste container from the machine.

Attach the pink tube from the waste filter to the other end of the short blue tube from the spare parts kit which is already connected to the blue tube coming out of the machine.

Return to the front of the machine.

Increase the vacuum pressure by turning the knob all the way to the right.



Turn on the machine.

Let the machine run for one minute.

When the machine stops, remove the short blue tube that you just installed.

Return the short blue tube to the spare parts kit.

Reconnect the long blue tube to the crystal container

Reconnect the pink tube to the pink connector inside the machine.

Run the machine.

The MegaPeel should now be receiving crystals.

## WHAT IF CRYSTALS ARE NOT COMING OUT OF THE HAND-PIECE? #2

Disconnect the pink and blue tubes from the front of the machine.

Push down on their O-rings.



Pull out the tubes.

Take the clear, 5-inch, U-shaped tube from the spare parts kit and connect it to the O-rings on the front of the machine. The tube will look like a horseshoe in the front of the machine.

Turn the vacuum knob all the way to the right so the vacuum is at its highest pressure.



Turn on the machine.

If you see crystals going through the clear tube, turn the machine off.

Remove the clear U-shaped tube.

Replace all connections: pink tube, blue tube, hand-piece and tip.

Turn the machine on.

Occlude the tip 5 to 10 times.

The MegaPeel should now be receiving crystals.

### WHAT IF CRYSTALS ARE STILL NOT COMING OUT OF THE HAND-PIECE? #3

Remove the lid..

Check the pink and blue tubing which you attach the hand-piece to and see if there is a clog.

If you see a clog, replace the tubing.

If you do not see a clog, disconnect the hand piece.

Use the needle in the spare-parts kit to unclog the holes.

Knock the hand piece forcefully against a hard surface.

If you still do not see crystals in the tube, repeat the process with the short blue-tube as mentioned in Step #1 on page 25

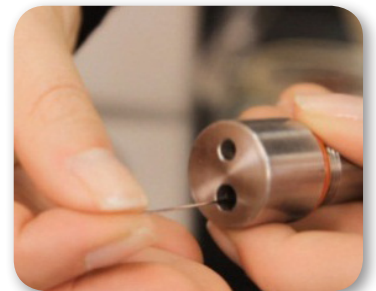
Unplug the machine.

Lift the top of the machine.

Lift the white crystal container (the smaller of the 2 containers) from the machine.

To remove the blue tube, push down with your thumb on the small, white plastic piece located on the crystal container.

Take the short blue tube from the spare parts kit.



Attach it to the metal grommet at the end of the long, blue crystal tube.

Press on the pink O-ring to remove the pink tube attached to the waste container from the machine.



Attach the pink tube from the waste filter to the other end of the short blue tube from the spare parts kit which is already connected to the blue tube coming out of the machine.

Return to the front of the machine.

Increase the vacuum pressure by turning the knob all the way to the right.



Turn on the machine.

Let the machine run for one minute.

When the machine stops, remove the short blue tube that you just installed.

Return the short blue tube to the spare parts kit.

Reconnect the long blue tube to the crystal container

Reconnect the pink tube to the waste-filter connection.

Run the machine.

The MegaPeel should now be receiving crystals.

## IF YOU HAVE A STEAMER IN THE ROOM:

Steam can cause clogging problems. We do not recommend keeping your machine in the same room as a steamer, if you do not have a choice the following information can help you keep your system running smoothly:

- ◆ Please do not store your crystals in the same room as a steamer.
- ◆ Keep the protective cap and recap your crystals at night.
- ◆ Store crystals in a dry place (not under the sink or in the same treatment room as the steamer).

Remove the MegaPeel from the room when performing steam treatments. Steam remains in the air even after the steam treatment is complete

### IF STEAM STILL SEEMS TO BE AN ISSUE:

After your last treatment of the day:

- ◆ Take the short blue tube from the spare parts kit.
- ◆ Connect it to the blue crystal tube and to the pink tube on the waste filter
- ◆ Leave the blue tube connected overnight.
- ◆ Run the system for several minutes in the morning before replacing the crystal canister. This will introduce dry air into the system.

If after doing all the above clearings and crystals are not coming out of the hand-piece, call DermaMed's Technical Support line, 610.358-4447. We will help you make the machine work properly.