



GLO Science Troubleshooting Guidelines

If you are experiencing troubles with your GLO system, please go through all the steps of our troubleshooting checklist below to determine the best course of action to get GLOing again. If after troubleshooting your system, it is still not working, you can submit a request for a replacement.

TROUBLESHOOTING STEP-BY-STEP

1. Please gather all the mechanical components of your GLO system:
 - GLO Control
 - GLO Mouthpiece
 - GLO power adaptor and cord

It is important to use the GLO power adaptor and cord when charging your system, and not use 3rd party manufacturer charging cords or power adaptors. Doing so voids the warranty on GLO products and may lead to issues when trying to charge your device.

2. Plug the GLO power adaptor into an outlet and plug the cord into the GLO Control. The GLO Control should be left to fully charge for at least 4 hours before each session. While plugged in, your GLO Control should flash blue to indicate that it is charging.
 - a) If you have not used the device for a very long period of time, the battery may be fully drained and will need a 'jump-start' – plug the power cord into the GLO Control and then unplug the GLO Control after five minutes, then plug back the charging cord back into the GLO Control.
 - b) If left plugged in the charger for longer than four hours, the GLO Control may no longer be lit up while plugged in, even if it is fully charged. Simply unplug the GLO Control, then plug it back in to see the power level in your GLO Control.
3. After your GLO Control has been fully charged, remove the GLO Control from the charger and then securely plug your mouthpiece cable into the GLO Control jack on the top-left (you should hear a click to indicate the mouthpiece is properly plugged in). Your GLO Control will only light up when it is detached from the charging cord, the mouthpiece is securely plugged in, and the center GLO "button" is pressed.

At this time, you have three possible outcomes:

- Both the GLO Control and the GLO Mouthpiece light up. Everything works! You're all set.
- Neither the GLO Control or the GLO Mouthpiece lights up. Please fill out our [GLO replacement request form](#) and/or contact GLODirect.
- Only the GLO Control lights up. Please fill out our [GLO replacement request form](#) and/or contact GLODirect.

Device still not working?

If you've owned the system for less than a year we can replace it under our one-year warranty so you can continue GLOing! Please submit our fully completed [GLO replacement request form](#) along with your proof of purchase from an authorized retailer and we will ship you a replacement device without delay.

If you have owned your device for over a year, we can do additional troubleshooting with you over the phone or you can purchase replacement parts by speaking with our GLODirect team at **1-855-456-5976**.