

Guardian Angel Devices <info@guardianangeldevices.com>
Tue, Dec 9, 9:06 AM (21 hours ago)
to me

Dear Bill,

Hello. Thank you for reaching out to us. We are sorry to hear that you are having issues with your device. I would like to try troubleshooting with your device. You have a device from 2021, so it could be just a well used device, yet I just want to cover all before you have to send it in. We have some charging and power tips that will hopefully resolve your device issue. Our devices can be sensitive as to how they are charged - even from one colored model to the next.

Can you please confirm that you are using a Type-C to Type-A charging cable? The Type-C to C will not charge the device.

Make sure to use the charging cable that came in the box with your device. Any incorrect cord or charging adapter could harm the battery.

Also please be sure to plug the device directly into an AC or car charging adaptor.

Computers, power packs and other devices will not provide the appropriate voltage.

Does the single front worklight flash a single flash every few seconds when charging and a quick double flash every few seconds once it is fully charged?

If the front worklight is not flashing when plugged into the charger, then the device is not receiving a charge.

To Turn On your Light: Press and Hold the F & R buttons at the same time for 5 seconds until the single front worklight comes on. The device should be on and ready to use.

If this does not work, plug in the device. Wait a few seconds until the single front worklight begins to blink every few seconds. Your device should now be on and ready to use.

The Device has a Sleep Mode. If you turn off all LED's (pressing the buttons until there are no powered LED Lights), the light is actually still "on". If you press any button, the LED Lights will activate.

To Turn Off your light: Press and Hold the "R" and "F" buttons at the same time for 5 seconds until the single front worklight flashes 3 times. Now the device is completely Turned Off.

Please let us know if this does not resolve the issue.