



# LIFEINABOX

TROUBLESHOOTING  
GUIDE



lifeina

# LIFEINABOX TROUBLESHOOTING

**The temperature in my LifeinaBox is not between 2 and 8°C**

*The most likely case for this is that you are obstructing the air flow under the device. It is really important that the LifeinaBox be placed on a flat surface so that the air can rush in under the device.*

**When I use LifeinaBox in the car the temperature is different**

*There are 2 likely explanations for this:*

*1) You have not placed LifeinaBox on a flat surface, or you have put it on a carpet, which means not enough air is rushing in the device to cool it. The best way to transport LifeinaBox in a car is to use the LifeinaTravel transport bag and to hang it from the back of a seat.*

*2) Your car's cigarette lighter is not giving 12V. Even if the theory says that your car gives 12V, in some cars they will only give 10 or 11V. This is not enough current to power your LifeinaBox correctly. The only solution would be to ask a garagist to change your cigarette lighter to 12V, but generally we just find it easier to use an isothermal bag in the car.*

**My battery does not last for 6 hours**

*The battery in LifeinaBox does not load automatically when you plug it in the power. This is to increase its life expectancy. If the battery is ON and the device is plugged in, the main current simply maintains the charge of the battery. So it is really important to fully load the battery before a long trip. To fully load the battery, follow these steps:*

- 1) Plug LifeinaBox in the power*
- 2) Switch ON the battery (under the device)*
- 3) Hold the O/I button (on side of device) down for 6 seconds (until the logo switches off).*
- 4) Let the LifeinaBox load for 4 hours (or overnight).*

*The LifeinaBox battery was not created as a transport*



	<p><i>battery, but more as an emergency battery in case of power failures. The LifeinaBox battery will last about 6 hours if the device is not moving. However, if you are transporting the LifeinaBox with the battery ON, the device is constantly adapting itself to the ambient temperature and humidity, which uses a lot of current. In this case, the LifeinaBox might only work for 4 hours.</i></p>
<p><b>The battery does not load to 100%</b></p>	<p><i>On certain devices, the battery is set to load only to 90 or 95%. This is an application problem and does not affect the duration of your LifeinaBox battery.</i></p>
<p><b>I cannot switch off the logo</b></p>	<p><i>The logo can only be switched off if the battery is in the ON position. So to switch off the logo:1) Plug the device in the mains 2) Switch the battery ON (under the device)3) Double click the O/I button on the side of device</i></p>
<p><b>My LifeinaBox is making a strange noise and is not cooling properly</b></p>	<p><i>If your LifeinaBox is making a strange sound by the fan, please send it in to the Lifeina office for a clean up. It means that too much dust and hair has been sucked up by the fan under the device and this is slowing down your fan, which is causing your device to overheat. So send it to the Lifeina office, and within 24 hours we will send it back to you, fully restores, and at the same time we will update your device with all the latest firmware and features. Please send your device to</i></p> <p><i>Lifeina6 rue de Castellane, 75008, Paris, France</i></p> <p><i>Please ensure that you include your return address in the parcel.</i></p>

