



Troubleshooting with aquama[®] machine

1

I cannot connect to the machine using the phone application

Step 1

Check that the machine is ON (switch button on the side has to be blue). If not switch it ON.



Step 2

Check that you have the latest version of the application. If not update your application.



Step 3

Check that you have the Bluetooth turned ON. If not turn it ON.



Step 4

If the steps above are OK and that you still cannot connect or find the machine using the application please do the following:

Switch off the Aquama machine.
Wait 15 seconds.
Start it again.
Restart your phone.

Step 5

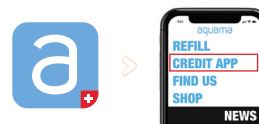
If you still cannot connect to the machine, please contact **info@aquama.ch**

2

I can connect to the machine but I cannot get some solution

Step 1

Check that you have **enough credit** on your account. If not add some credit.



Step 2

Check that the Aquama logo on the machine is blue.

aquama

If not, there is no solution in the storage tank of the machine so follow the steps below:

Check that the water taps for the water coming in is ON. If not turn it ON.

Add at least 5 full spoons of salt in the machine.

Switch off the Aquama machine.
Wait 15 seconds.
Start it again.

Step 3

If you can connect to the machine, you have enough credit and that the Aquama logo is blue but you still cannot get some solution, please contact **info@aquama.ch**