






PerfectDry Lux Troubleshooting Guide

Issue	Likely Cause	Corrective Steps	Additional Info
The PerfectDry Lux is not turning on	USB cable not inserted correctly	Make sure the USB symbol on the cable faces up, insert into unit	 
	Outlet may not be functional	Try to plug the device into a different outlet	
	The cable may be defective	Try using a different micro USB cable	
	The power adapter may be defective	Try plugging the cable into a USB port on a computer or wall outlet with USB	
The PerfectDry Lux shuts off under 60 seconds	The cycle has not been initiated	Once the lid is closed, the light will illuminate dimly indicating it is ready to begin the cycle. Press the button, the light will begin to pulse brightly & slowly, indicating the cycle has begun	 *Notice the light goes dim to bright

Warranty Information

The PerfectDry Lux includes a 3-year manufacturer's warranty from MG Development. In the event that these troubleshooting steps did not help and the unit is still having issues, please replace the defective unit for your patient and contact our office. We will send you a replacement unit with your next order as well as a return shipping label for the defective unit, and pass along any information from our R&D team.

For additional troubleshooting information, please call our office at 844-878-0188, Monday - Friday 9am EST to 5pm EST