

FAQs (Frequently Asked Questions)

After receiving many requests, we are now collecting answers and solutions to malfunctions of the MONOLUX Pen or MONOLUX Combi in this section:

- Most common cause of malfunction is *low batteries*. Less commonly are disorders by leaking batteries.
- Check the condition of the batteries (as in all devices) regularly and make sure to take out the batteries for longer breaks (eg. on holiday).
- There are small, simple battery testers, which you should have in every office.
- Take batteries on airplane rides in your carry-on luggage, because they can be discharged by the low temperatures in the hold.
- When buying new batteries look for quality first and check the expiration date to avoid acid escapes that can destroy the contact spring.
- If the color change stops and remains at "Red" it indicates: low battery, replace.
- If the pen no longer works, despite new batteries: old battery might have secreted acids and *corroded the contacts*, please clean contacts!
- Pen does not work at all, despite high-quality contacts: *battery was reversed* (if inserted incorrectly), therefore inner electronics suffered. Please make sure that the batteries are always inserted the right way!
- Pen does not work at all, despite high-quality contacts: diode may have gotten fine cracks due to a *fall or other shock*, so that the inner electronics has been damaged. Please submit pen after previous consultation.
- Pen does not work at all without any apparent cause: diode can be faulty, please submit pen after previous consultation.
- If you are submitting your pen, please include error report and copy of your invoice.

Since May 2012, a new improved version has been supplied:

- The pen is now labeled with a serial number and "FW-Pen by Prof. Schaack".
- The battery terminal (positive pole) of the electronics side in the interior, now has a golden spiral to prevent contact problems.
- The switch button does not have a spiral inside anymore and is externally covered with a ribbed rubber layer for easier operation.
- The MONOLUX Pens are very helpful as therapeutic agents for traveling, but of course not replace the therapy and activity spectrum of the MONOLUX Combi.
- The attempt to pull the white tip or screw out will cause irreparable damage.



The new version of the MONOLUX Pen (color changer)

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