

Troubleshooting

Problem	Possible Cause	Solution
The body of the LED portable task light has some small and light scratches.	Though LED portable task light body is made with hard PC and anti-glare material which is still subject to scratches.	Handle the LED portable task light body with care.
There are cracks in the magnet.	LED portable task light may have been dropped.	Protect the end cap when using and handling the LED portable task light.
There are scratches in the light.	LED portable task light may have been dropped or keep with other product which sharp.	Handle the LED portable task light body with care.
Problem	Possible Cause	Solution
LED portable task light does not switch on.	The battery level is low.	Check the low battery indication light, if the indicator light is on, charge the LED portable task light.
LED portable task light is becoming dimmer than normal standard.		
The recharging time is longer than the normal charging hours described in this manual.	The charger is incorrect. The micro USB charging cable cannot accept 1A current.	Check whether the charger is DC5V 1A. If the charger is lower than 1A, it is normal for the charging time to be longer. Check the micro USB charging cable for 1A current capability. If the cable cannot handle 1A current, replace with a different cable with that capacity.
LED portable task light becomes hot.	LED portable task light is operating outside of the normal temperature range.	If the temperature of the body is higher than 122°F (50°C) under normal working conditions, return the LED portable task light for a replacement if it is still within the warranty period.
LED portable task light does not work under very cold conditions.	The battery is cold.	Warm the LED portable task light to above 32°F (0°C).
Problem	Possible Cause	Solution
LED portable task light requires more charging time and has a shorter runtime after a period of usage.	The battery life is depleted.	LED portable task light will function at 70% capacity with longer charging times and shorter runtimes. If this interferes with the performance you need for the LED portable task light, purchase a new light.
The indicator light keep flashes and can't change in green color after charging the light for about 4 hours.	The micro USB charging cable is loose. The indicator light is out of order.	Tighten the micro USB charging cable or replace with a new one. If the LED portable task light is within the warranty period, return the LED portable task light for a replacement.
The surface is scratched after removal of the light.	The magnet or end cap may have rough surface and scratch the absorption platform.	Do not apply the light in the surfaces that require protection.