

Troubleshooting: software version 2.0.0

Malfunction details	Malfunction explanation	When does it appear?	Operation
Dark screen / screen does not turn on / device does not respond	Software bug		1. Hard reset the inhaler. 2. Charge the inhaler for 2 hours. 3. Check if the inhaler shows the charging sign or turns on properly. 4. No need to replace the inhaler in this situation. 5. Once version 2.2.0 is released, upgrade the software after charging the inhaler.
	The inhaler fails to recognize the mouthpiece	Upon inhaler's activation	1. If the mouthpiece is missing, insert it into the inhaler. 2. When the mouthpiece is inserted, ask the patient if upon inserting it, it was rotated the wrong way by accident. 3. If the mouthpiece was inserted wrong, try to remove it from the inhaler (might be difficult and require using force) and insert a new mouthpiece. 4. If the malfunction persists, replace the inhaler.
	The inhaler fails to recognize the cartridge. The cartridge contains an RFID tag with data. If the data on the RFID tag was faulty or the tag is damaged, the inhaler will not be able to read the tag.	Upon inhaler's activation	1. Check that version 2.0.0 is installed. If yes, replace the cartridge and reimburse the patient 2. If the malfunction persists, replace another cartridge and reimburse the patient 3. If the malfunction persists, replace the inhaler.
	Irregular reading of the temperature - Outside of normal range: 8-45 degrees. when trying multiple inhalations, it is normal for the thermometer symbol to appear while attempting to inhale again.	Upon inhaler's activation / At 'Ready to INHALE' screen, before inhalation	1. If the malfunction screen appears after inhalation, wait 5 minutes and try again. 2. If the malfunction screen appears regardless of the inhalations, turn the inhaler off and on 3 times. 3. If the malfunction repeats 3 times, replace the inhaler. 4. If possible, download logs and check the inhaler's temperature.

	The patient did not inhale properly.	During inhalation When the inhalation is too weak / too short / too forceful / unstable	The patient should try to adopt his inhalation according to the feedback received. It is recommended to go over with the patient on practice training inhalations
Error 11	IR sensor malfunction	hen inhaler turns on	1. Turn the inhaler off and on 3 times. 2. If the malfunction repeats 3 times, replace the inhaler.
Error 13	Pressure sensor malfunction (not calibrated)	hen inhaler turns on	1. Turn the inhaler off and on 3 times. 2. If the malfunction repeats 3 times, replace the inhaler.
Error 103/104	Difficulty for the inhaler rotating the cartridge properly. Usually due to a malfunction in the cartridge. In rare cases, due to a malfunction in the Inhaler cartridge rotation mechanism	103 - when inhaler turns on 104 - After inhalation	Open cartridge compartment and check the number of doses that are left on the cartridge - if 0 --> replace with a new cartridge. if not, than: 1. Turn the inhaler off and on with the cartridge inserted. 2. If no error appears, continue using as usual. If the malfunction persists, remove the cartridge. 3. Turn the inhaler off and on without the cartridge. 4. If the error still appears, open the cartridge compartment and than press the blue rotation axle down and lightly move it left and right 3 times. 5. Turn the inhaler on. If the malfunction persists without the cartridge, replace the inhaler. 6. If the malfunction is resolved, insert the cartridge and Turn the inhaler on. 7. If no error appears, continue using as usual. 8. If the error still appears, replace the cartridge with a new one and check the inhaler once again. If error still appears, replace the inhaler.

Error 203/204/205	Pull mechanism malfunction /VaporChip malfunction 204 - Unable to pull VaporChip from cartridge 205 - Unable to push VaporChip inside cartridge	203 - when inhaler turns on / At 'Ready to INHALE' screen, before inhalation 204 - At 'Ready to INHALE' screen, before inhalation 205 - After inhalation	1. Turn the inhaler off and on. 2. If the malfunction persists, try to gently remove the cartridge. 3. If the cartridge is stuck, replace the inhaler and cartridge. 4. If the cartridge comes out, turn on the inhaler without the cartridge. 5. If the malfunction persists without the cartridge, turn the inhaler off and on 3 times. 6. If the malfunction occurs 3 times in a row without the cartridge, replace the inhaler. 8. If no error appears, insert the cartridge and turn on the inhaler. 9. If the error still appears, replace the cartridge.
Error 303/304/305	Inhaler Clamp mechanism malfunction	303 - when inhaler turns on 304 - At 'Ready to INHALE' screen, before inhalation 305 - After inhalation	1. Turn the inhaler off and on 3 times. 2. If no error appears, continue using as usual. 3. If the malfunction repeats 3 times, replace the inhaler.
Error 404	Inhalers Flow Control mechanism is unable to reset it self. usually this happens when the mouthpiece blue gasket is stuck in the mouthpiece chamber	Upon inhaler's activation	1. Take out the mouthpiece and check if the blue gasket is intact. 2. check if there is a blue gasket stuck inside the inhaler mouthpiece chamber 3. If yes - > remove it using tweezers and activate the inhaler. 4. If the malfunction persists or is unrelated to the mouthpiece replacement, turn the inhaler off and on 3 times. 5. If the malfunction repeats 3 times, replace the inhaler.
Error 604	Deviation in resistance (0.45-1 Ω) the inhaler will move to the next vaporchip and the patient will loose a dose	At 'Ready to INHALE' screen, before inhalation / During inhalation	If the malfunction occurs during inhalation: 1. Check that the patient uses the inhaler in the ambient temperature range of 15-25 degrees. 2. If possible, download logs and check the resistance.(if resistance >1 and Temp = 10-35 than replace inhaler. if not inhale in room temperature) 3. If the malfunction repeats 5 times, replace the inhaler and reimburse the patient for the wasted doses. If the malfunction occurs at 'Ready to INHALE' screen, before inhalation: 1. Turn the inhaler off and on again. 2. Press the ON button to reach the 'Ready to INHALE' screen and then press it again. 3. If the malfunction repeats 3 times, replace the inhaler and reimburse the patient for the wasted doses.

Error 605	Flow Control mechanism lost control. the patient will lose a dose	During inhalation	1. Continue using the inhaler as usual and reimburse the patient for the wasted doses. 2. If the malfunction repeats more than 10 times, replace the inhaler and reimburse the patient for the wasted doses. 1. Check that the patient uses the inhaler in the ambient temperature range of 15-25 degrees. 2. Charge the inhaler for 15 minutes and try to inhale again. 3. If the malfunction persists, ask the patient to try to use the inhaler in a warmer environment. 4. If the malfunction repeats more than 10 times, replace the inhaler and reimburse the patient for the wasted doses.
Error 606/608	The inhaler is unable to reach adequate heating temperature. the patient will lose a dose	During inhalation	Follow the how to charge the inhaler guidelines and than: 1. When connecting the inhaler to the charger, wait for 2 minutes and check if it is charging. 2. If the inhaler is not charging, replace the USB cable with a working one from one of your other electrical devices. 3. If the malfunction persists, replace the electrical wall adaptor with one of your other electronical adapters or connect the USB cable to a computer. 4. If the malfunction persists or the inhaler is charged intermittently, it is probably due to a malfunction in the USB charging port within the inhaler - replace the inhaler.
The inhaler is not charging	Faulty charger/cable/USB charging port		Follow the how to charge the inhaler guidelines and than: 1. When connecting the inhaler to the charger, wait for 2 minutes and check if it is charging. 2. If the inhaler is not charging, replace the USB cable with a working one from one of your other electrical devices. 3. If the malfunction persists, replace the electrical wall adaptor with one of your other electronical adapters or connect the USB cable to a computer. 4. If the malfunction persists or the inhaler is charged intermittently, it is probably due to a malfunction in the USB charging port within the inhaler - replace the inhaler.
The inhaler fell/broke	External plastic fracture and/or The inhaler received a strong blow		1. If there is a fracture in the external plastic or a noise of a loose component inside the inhaler, stop using the inhaler. 2. Replace the inhaler (not under warranty).

The inhaler or one of the accessories (charger/mouthpiece) got wet	Wet inhaler/charger/mouthpiece		Wet inhaler: Do not use the inhaler! In most cases, it will stop working - replace the inhaler (not under warranty). Wet charger: Replace charger. Wet mouthpiece when separate from the inhaler: Replace mouthpiece. Wet mouthpiece when inserted into the inhaler: Do not use the mouthpiece or the inhaler.
The cartridge got wet	Wet cartridge		Do not use! Replace cartridge immediately.
In “Training Mode” The inhaler does not respond to inhalation	Long shelf-life may result in the tube getting stuck and no air is able to pass through	In “Training Mode”	1. Leave ‘Training Mode’ and put the inhaler in regular mode. 2. Reach ‘Ready to INHALE’ screen. 3. Wait until the inhaler pushes the VaporChip back into the cartridge. 4. Reach ‘Ready to INHALE’ screen 5 times. 5. Go into ‘Training Mode’ and try to inhale. 6. If the malfunction persists, reach ‘Ready to INHALE’ screen 5 more times. 7. Go into ‘Training Mode’ once more and try to inhale. 8. If the malfunction persists after one try, replace the inhaler.
Unsuccessful inhalations	The patient did not inhale properly (outside of defined range)	During inhalation	1. First, make sure that no error occurred. 2. Practice training inhalations with the patient (see User Manual).

