

Troubleshooting

- 1) Q: The water does not seem to get very dark/dirty after a 30-40 minute treatment.
A: Try adding more salt. Add $\frac{1}{4}$ teaspoon of salt at a time, mixing the water to dissolve the salt before adding more. If your feet begin to itch or tingle uncomfortably, you have added too much salt.
- 2) Q: My feet itch, burn, or tingle uncomfortably.
A: Too much salt has been used. Empty the water from the pan and use less salt the next time.
- 3) Q: The foot bath works fine for a few minutes but then the bubbles stop and the water stops getting darker. After 30-45 minutes it works fine again.
A: Too much salt has been used. The power supply shuts off to protect itself, cools down, and resets. Use less salt next time.
- 4) Q: The water doesn't change colors at all and there are no bubbles forming around the array.
A: This is likely an electrical problem. Follow steps A thru E.
 - A) Plug in the GFCI adapter and push the reset button. Is the GFCI lit?
 - YES -Go to step B
 - NO –Try a different working wall outlet and/or extension cord. Is the GFCI adapter lit?
 - YES - Use the new wall outlet and/or cord.
 - NO – GFCI adapter is bad.
 - B) Plug in the power supply to the GFCI adapter. Turn on the power supply and reset the GFCI adapter. Is the power button lit?
 - YES – Go to step C
 - NO – Plug the power supply directly into the wall outlet without the GFCI adapter. Is the power button lit?
 - YES – The GFCI adapter is bad.
 - NO – Remove and check the fuse on the back of the power supply. Is the fuse good?
 - YES – Go to step C.
 - NO – Replace with a new matching fuse.
 - C) Turn off the power supply. Unscrew the red and black knobs from the output terminals on the power supply. Touch the ends of the test bulb to the metal output posts on the power supply. Turn on the power supply. Does the bulb light?
 - YES – Turn off the power supply and screw the red and black knobs on to the output posts. Go to step D.

- NO – The power supply is bad.
- D) Plug the connecting cable into the output terminals. Turn on the power supply, **being careful not to let the free ends of the cable touch each other, as this will blow the fuse.** Touch each of the free ends of the connecting cable to opposite ends of the test bulb included with your foot bath. Does the bulb light?
- YES – Go to step E
 - NO – The connecting cable is bad.
- E) Get a partner to help you. While holding the free ends of the cable firmly on the ends of the bulb, wiggle the cable, especially where it enters the red and black ends. Does the bulb light intermittently?
- YES – The connecting cable is bad.
 - NO – Contact the manufacturer [Ionic Oasis®](#) for further assistance.