

Error	Problem	Cause or remedy	Process (service technician)
	I cannot register the account	•Incorrect e-mail format # Sign up with the correct email format •Incorrect password format # Please enter the correct password •During the registration process, you didn't receive the verification code # Look for the email in your spam folder or in other folder # Please contact Smart Life Company for further analysis. - Please provide your user account and the exact time when the error occurred	
	Cannot log in to user account	•Network error # Make sure the device is connected to a local wireless network •Wrong e-mail address # Check that you have entered the correct e-mail address •Incorrect password # Please enter the correct password •The user account is not active # Check if the verification code has already been used	
	Appliance doesn't connect with application	•The appliance is not connected to the electrical network # Make sure the plug of the appliance is completely inserted •Airplane mode on smart phone is switched on # Switch off Airplane mode •Adding an appliance takes too long # The pairing must be carried out within 5 minutes of activating the appliance in order to enter the pairing mode •Wireless signals are poor because the wireless router is out of range # Adjust the location of your wireless router or appliance. Move the router closer to the appliance •The device could not be connected to the home network •The appliance is not in "Pair" mode # Refer to the section "Add an appliance" and follow the instructions to switch the appliance to "Pair" mode •Mobile data on smartphone is switched on # Switch off mobile data on your phone •Application error # Switch off your phone's wi-fi and then switch it back on or reset your phone •Wrong home network password or you forgot to enter the password # Please enter the correct password Password must be 8 to 30 characters long and consists of letters and numbers •Incorrect wireless router settings # Make sure that the network ports (80/443/55020/55030) are open or listed •The appliance is connected to another account # Remove appliance from linked account or use the appliance sharing function in the control interface	

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	The appliance is constantly offline	•The appliance is not connected to the electrical network # Make sure the plug of the appliance is completely inserted •Wireless router is switched off # Make sure the plug of the wireless router is fully inserted into the socket •The device could not be connected to the home network •Wireless signals are poor because the wireless router is out of range # Adjust the location of your wireless router or appliance. Move the router closer to the appliance •Machine does not work properly # Unplug the appliance from the mains for 10 seconds and then switch it back on •Application error # Restart the app or switch your phone's Wi-Fi off and back on again	
	The appliance does not respond to the remote control	•The appliance is not connected to the electrical network # Make sure the plug of the appliance is completely inserted •Wireless router is switched off # Make sure the plug of the wireless router is fully inserted into the socket •The device could not be connected to the home network •Application error # Restart the app or switch your phone's Wi-Fi off and back on again	
	Appliance disappeared from the list	•The appliance is deleted # Re-add the appliance •The app cannot obtain the list from the appliance's cloud # In the interface, select "refresh app", "refresh status" •Cloud malfunction # Please contact Smart Life Company for further analysis. Please provide your user account and the exact time when the error occurred	
	The app closes unexpectedly	• The phone app suddenly switches off because of a large number of apps running in the background # Please close all unnecessary applications that may be running in the background before using the app # Android or iOS update # Please contact Smart Life Company for further analysis. Please provide your user account and the exact time when the error occurred	
	Timer function it does not work	•Incorrect country selection during account registration # Select the correct country and make sure it is the same as your residence, otherwise reconnect the appliance	