

MicroFogger 2 Support Guide

If you encounter any operational issues with your MicroFogger, please try going through the following steps:

1. Fully charge the MicroFogger. In extreme cases, if the battery is entirely discharged this can take up to 24 hours. A low battery level is the most common reason behind operational faults so this is likely to be the solution.
2. If charging the battery has had no effect, please replace the heating coil. Instructions on how to do so can be found in part E of the main manual.
3. If the MicroFogger still does not function as intended, you may need to conduct a hard rest. To do so, you will first need to unscrew the two 1.5mm hex screws that secure the top cover. This will now allow you to take it off which will expose the main circuit board. In newer MicroFogger units, the cover is held on more securely so you may need to carefully pry it open.
4. Once the cover is detached, locate the + and - terminals on the top of the circuit board. These are clearly marked and are shown in the video tutorial linked below.
5. Using a flat-head screwdriver or another appropriately-sized conductive metal object, connect these two pins together for an instant. **Do not keep them connected together for more than 0.2 seconds** as this may cause the battery to degrade and potentially catch fire in extreme cases. See [this hyperlinked video](#) for a demonstration on how to properly conduct this procedure.
6. Once shorted, the top LED will turn solid green. This indicates that the MicroFogger has been fully rest. If this hasn't happened, please try the aforementioned procedure again.
7. Replace the top cover while ensuring that the circuit board remains seated inside the case. You may need to use the cover's clear LED pipes to push the circuit board down as you close the cover. Re-screw the two screws, taking care not to over-tighten them.
8. Once re-assembled, quickly press the main button 5 times to turn the top LED off. This will cause the MicroFogger go into a shipping state where it is locked until you start charging it. Briefly plug it in to charge to re-activate it.

This process should alleviate any issues that you may be encountering. If this is still not the case, you may send your unit back to us and we will attempt to fix it. For this happen, please ensure that you have clearly written down your order number, email address and full name on a sheet of paper inside the package. We recommend using

the original packaging to return the MicroFogger as this will ensure the it doesn't get damaged during transit. The return address is as follows:

**Ivan Avanesov
3411 Chestnut St.
Unit 410
Philadelphia, 19104
Pennsylvania
United States**

As this is a return, please ensure that you declare it as such on the customs form if sending from outside the US. Failure to do so will result in customs charges which are the customer's responsibility. If no return option is available, mark the package as an item of very low value (under 10\$). We recommend using a tracked shipping service to avoid any issues during transit. If your item is still under warranty, you are entitled to a full refund on the goods purchased provided that the fault has not been caused by improper handling (physical collisions, water damage etc...). Refunds can only be issued to the payment method originally used. If you would like a replacement unit, please make this clear on the paper within the package and we will be sure to send you one as soon as possible.