



# System Troubleshooting Guide

Issue	Error Code	Solution
System Fault	24	<ol style="list-style-type: none"> <li><b>Vent Cartridge immediately</b>; do not attempt to remove Smart Tip</li> <li><b>Call Tech Support</b></li> </ol>
System Fault	11, 13, 14, 15, 16, 17, 18, 19, 20, 21, 23, 25, 26, 27, 28, 29	<ol style="list-style-type: none"> <li>Turn device off, then on</li> <li>If issue persists, turn device off, remove the Cartridge. If the Cartridge was full, wait five minutes, then insert a new Cartridge and reactivate device*</li> <li>If issue persists, call <b>Tech Support</b></li> </ol>
Tip Error	12, 13, 14, 15, 16, 17, 18, 19, 20, 22, 24, 25, 26, 27, 28	<ol style="list-style-type: none"> <li>Turn device off, then on</li> <li>If issue persists, replace Smart Tip*</li> <li>If issue persists, call <b>Tech Support</b></li> </ol>
Handpiece Won't Charge/LCD Not On	N/A	<ol style="list-style-type: none"> <li>Turn on device</li> <li>If issue persists, attempt to charge (verify charging dock is plugged in and light dock is illuminated)</li> <li>If issue persists, perform a hard reset†</li> <li>If issue persists, call <b>Tech Support</b></li> </ol>
Cycle Will Not Start/ Tip Not Present	N/A	<ol style="list-style-type: none"> <li>Reattach Smart Tip</li> <li>If issue persists, replace Smart Tip*</li> <li>If issue persists, call <b>Tech Support</b></li> </ol>
Audible Cryogen Leak	N/A	<ol style="list-style-type: none"> <li>Verify Smart Tip was attached prior to inserting Cartridge*</li> <li>If issue persists, call <b>Tech Support</b></li> </ol>

\*Ensure Smart Tip is attached prior to inserting a Cartridge.  
 †Scan the QR Code for System User Guide and "hard reset" directions.



Refer to the **iovera<sup>o</sup>** System User Guide for additional information



**Tech Support:**  
**855-793-9727**