

Troubleshooting for the Wet-Stop3

***The lights are not flashing when batteries are put in?**

A: Make sure that the batteries are inserted using the diagram on inside portion of unit. Batteries should be inserted in opposite directions (1 positive side up and the other down).

***Why does my alarm keep going off even though I have already dried off the sensor?**

A: Sometimes moisture can get inside the battery compartment causing the alarm to continue to sound/vibrate. Leaving the battery door off when not in use will allow air to circulate through the alarm and dry up any moisture that may be trapped inside. If a large amount of moisture has gotten inside the unit, you will need to remove the batteries and dry the alarm out using a dry cloth or hair dryer. Once the alarm is dried out, it will no longer continue to sound when not in use.

***Why is the sensor not detecting moisture?**

A: If any residue is on the sensor itself, it will keep the alarm from detecting moisture. You can wipe the surfaces (front and back) of sensor to remove any residue that may be on it.

***What is covered under the warranty?**

A: Wet-Stop3 has a 1 year manufacturers' warranty which covers any defects in the manufacturing of the item. This warranty does not cover any faults in the product due to misuse or breakage by the customer. If the wet detection sticker inside the unit has been activated (red instead of white) this violates the warranty and will not be covered.

***My sensor cord is not staying inside the alarm?**

A: If the clip portion (phone jack piece) has been broken off it will no longer stay in the unit securely. It is not necessary to remove the cord from the unit in order to shut the alarm off. Simply dry the clip off while holding in the button on the alarm to shut it off. This will cut down on the wear and tear of this portion of the alarm. If this piece has been broken off it is not covered under the warranty. We do sell replacement cords on our website – PottyMD.com.