

## TROUBLESHOOTING

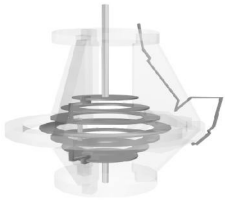
PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTIONS
No lights on power supply at all.	No Power.	<ul style="list-style-type: none"> <li>Check that the unit is plugged into the power source.</li> <li>Check that the switch on the power source outlet is turned on.</li> <li>Check that the Q2 unit is switched on at the power supply.</li> </ul>
	Fuses are blown, F2AL250V 2 Amps 250Vac, Quick Blow.	<ul style="list-style-type: none"> <li>Check the two fuses on the back, if blown replace with use of identical ratings. See information near the fuse or in the rear of the user guide.</li> <li>This could be caused by surges in your power source.</li> </ul>
Power light is on, Output light is off.	Output fuse has blown.	<ul style="list-style-type: none"> <li>Replace with fuse of identical ratings. See information near the fuse or in the rear of the user guide.</li> </ul>
Power light is on, Output light is off.	Internal Power has failed.	<ul style="list-style-type: none"> <li>Please call Q-The Experience for further assistance.</li> </ul>
"Output Fuse" Blows Continuously...	The stainless steel track on the Array may be incorrectly placed.	<ul style="list-style-type: none"> <li>Check that the Array track is connected correctly and not touching the wrong rings. eg the 2nd top and 2nd bottom ring.</li> </ul>
	Loose parts inside the Array.	<ul style="list-style-type: none"> <li>If the optimal light is lit and the output fuse continues to blow, check that there is no loose parts floating around inside the Array.</li> </ul>
Power Light is On Output Light is On System Light is On But no activity lights.	The Array is not connected	<ul style="list-style-type: none"> <li>Check that the Array is connected to the power supply via the DC cable.</li> <li>Red to the flat pin and black to the center round pin.</li> <li>Check that the connectors on the cable are not loose, if they are loose, please call Q-The Experience for further assistance. (Please keep in mind that the DC cable is a consumable item).</li> </ul>
	The Array plate and track may be worn out.	<ul style="list-style-type: none"> <li>Replace the ring and track set ensuring they are inserted correctly. (Please refer to user guide)</li> <li>Check the quality of all your plates regularly to ensure that you get the best out of your Array.</li> </ul>
	Insufficient electrical conductivity of the	<ul style="list-style-type: none"> <li>Please refer to the Power Level switch section &amp; follow the instructions for use with non-conductive water.</li> </ul>
The Q2 Array does not appear to effervesce.	Corroded or degraded terminal connections where the cable connects to the top of the Array.	<ul style="list-style-type: none"> <li>Check the DC Array/Orb cable and make sure that the plug end is not loose when inserted into the socket of or produce bubbles the power supply.</li> <li>Check the cable connection on the top of the Array, ensuring that the right connection has been made on top of the Array (If it doesn't fit don't force it). Wriggle the cable while the power is on. If the power supply display appears to flicker, then return your cable to the place of purchase for repair or replacement. (Please keep in mind that the DC Array cable is a consumable item).</li> <li>Check the positive track is seated properly and is making good contact with the correct rings.</li> </ul>
	Insufficient electrical conductivity of the water.	<ul style="list-style-type: none"> <li>Please refer to the Power Level switch section and follow the instructions for use with non-conductive water.</li> </ul>
	No Power.	<ul style="list-style-type: none"> <li>Refer to item 1, on previous page.</li> </ul>
Cannot insert DC output plug.		<ul style="list-style-type: none"> <li>Check that the slot in the plug is lined up correctly.</li> <li>Check there is nothing impeding the plug.</li> <li>Check that the pins in the plug are not bent and that they line up.</li> </ul>
D.C. plug falls out of socket.	Plug is not attached correctly.	<ul style="list-style-type: none"> <li>Make sure that the cable from the Array is the output securely fixed. The connector locking mechanism turns about 90 degrees clockwise to lock.</li> </ul>

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## REPLACING THE RING AND TRACK SETS



Remove the positive track from the plates by swinging outwards and downwards at an angle and then sliding it downwards to extract it from the top acrylic plate. If it is still in good condition, it will need to be unclipped from the bottom positive ring.

Remember do not use force, it will come out easily if done in this manner.

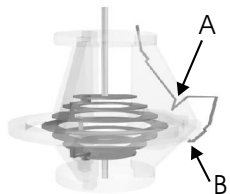
Gently grip the removable leg and slide it out (it is safer and easier to do this if the array is sat on a table or flat surface).

The 2 positive rings, (the degraded pair) may or may not come out with the leg when you remove them. If not, gently slide then out the same way.



Slot the new rings into the existing slots followed by gently sliding the leg back into place. Be sure to align the rings correctly with the appropriate slots in the other legs. If it does not go back together easily, DO NOT force it! Double check to make sure that the rings are seated correctly and there are no obstructions.

Face the sharp edges on the rings toward the center copper ring.



Finally, position the top of the track into the slot in the top of the array. And slide it into place in reverse manner to how it was removed. The section marked "A" should be on top of the top newly inserted ring and "B" should be underneath the bottom newly inserted plate. The ring should audibly 'click' into place.

OPERATION COMPLETE

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## INCREASING CONDUCTIVITY

If when you turn on the system there is no reading on the display, **one possible cause** could be that your water is too low in conductivity.

There are a few ways that this situation can be remedied: The first is to add a small amount of salt (preferably Celtic Sea salt or Rock Salt but common table salt will do) to the water ensuring that it is pre-dissolved in warm to hot water.

Add **small amounts** of the salt solution until you have a power reading on the display.

The second is to use a product called Potassium Citrate. It should also be dissolved in water making a solution that can be added to the container of water creating the desired amount of conductivity.

One is not preferred over the other as both are suitable, although users of Potassium Citrate have reported less degradation on the positive ring and track set using this product.

Ultimately it will depend on availability and price as to which product you use.

When adding these products it is not necessary to have as high a reading as possible on the display, this will not improve the efficiency or efficacy of the unit. As long as the Array is drawing current from the power supply it will function and produce the results as designed.

Too much time or effort should not be wasted on trying to establish a particular "optimal" level within the scale.

## CLEANING THE Q2 ENERGY SPA

To maintain your system in optimum condition, it is important to clean it, preferably after every use. The most effective method is to make up a cleaning solution with one of the following two products:

CLR - most commonly found in Australia, it should be mixed with equal parts of water.

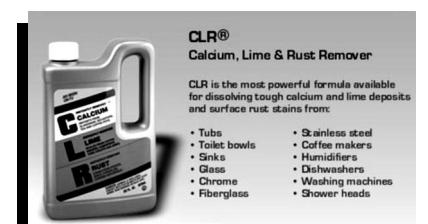
Safe-AR d-LYME-it - most commonly found in the United States of America, it is mixed one part solution to two parts water.

Initially rinse the used Array then fill a container big enough to hold the Array and your preferred solution and place the Array into it. Leave the Array soaking for a minimum of 15 minutes, and then remove, rinse with fresh running water and towel dry.

This solution can be re-used many times and should be replaced when it is no longer effective.



Safe-AR d-LYME-it



CLR

**CLR®**  
Calcium, Lime & Rust Remover

CLR is the most powerful formula available for dissolving tough calcium and lime deposits and surface rust stains from:

- Tubs
- Toilet bowls
- Sinks
- Glass
- Chrome
- Fiberglass
- Stainless steel
- Coffee makers
- Humidifiers
- Dishwashers
- Washing machines
- Shower heads

# THE Q2 ENERGY SPA MODEL 2100

Congratulations on your purchase of the latest in non invasive water based energy technology.

Q - The Experience is strongly committed to giving you all the assistance you may need to "experience" The Q2 Energy Spa. It is recommended that you use The Q2 Energy Spa for a minimum period of 28 days to evaluate the product before making any decision with regard to the 30 day money back guarantee detailed in your warranty document. Please read this manual carefully and fully before using the system for the first time.

**Where this symbol is shown, please use CAUTION and consult the documentation**

Read this manual carefully. Be sure to keep it for future reference. Follow all warnings and instructions carefully. When using any electrical appliance basic safety precautions should always be followed, including the following.

**This is NOT a Toy.** DO NOT Allow children to play with or use this unit unsupervised. Use ONLY the Q2 Energy Spa power supply Model numbers: 21xx, 31xx, 41xx with your system, where xx is the revision number of the power supply (2100, 2102, 2124, etc). Use ONLY Q-Tech Laboratories P/L designed technology with this power supply. Place the power supply on a flat, level and stable surface. Insert the power cord all the way into the wall outlet, check the connection and make sure that it is firm.

DO NOT immerse power supply in water or any other liquid. DO NOT plug the system in with wet hands. To avoid risk of electric shock, DO NOT DISASSEMBLE the power supply. Unauthorized opening or removal of the cover on the power supply will void warranty. All repairs must be carried out by authorized service personnel. DO NOT subject this unit to excessive heat, (direct sunlight or radiators), smoke, dust, mechanical vibration or shock. **This includes** NOT placing heavy objects on top of the power supply.

The Power Supply should only be used with the mains power source as indicated (i.e. 200-240 V or 100-120 V) on the labels of the power supply itself. If you are unsure of the Power Source supplied to your home or business, please consult your local power company. Use only power from your local Electricity Supplier/Company.

**Use of incorrect power source will void warranty.**

Only use attachments recommended by Q - The Experience. Avoid using extension cords. If you must, keep these precautions in mind. Make sure that the cord rating meets the load requirements on the line. Use as short an extension cord as possible. Never connect more than one extension cord and be sure to keep this connection away from water or any other liquid.

Where possible try to avoid plugging the system into the same outlet as appliances which generate electrical "noise" such as Air Conditioners, Shredders, Fan Heaters, Photocopy Machines, TV's or Computers.

DO NOT replace fuses with ratings other than those indicated; ensure that you are in a dry environment before handling the power supply, unplugging it from the power socket or replacing the fuses.

Place the power supply at a distance of NO LESS than two (2) meters from the tub, sink or other water sources. Make sure that if the power supply falls or is pushed off the stable surface, that it will NOT under any circumstances fall into or near water.

## SETTING UP THE Q2 ENERGY SYSTEM FOR THE FIRST TIME

### ATTACHING THE ARRAY

1. Place the Array in one hand.
2. Attach the cable ends to the positive and negative connectors protruding from the top of the Array. Red to the flat silver looking connector and black to the round brass connector.

Tip: When attaching the positive lead squeeze the positive track between thumb and forefinger and the removable leg. This relieves pressure on the positive track.

1. Place the power supply on a flat dry surface away from water, preferably on the floor or somewhere it is stable and cannot suffer damage from falling.

2. Take the Array cable, that is 3.5 Meters in length to allow the power supply to be a safe distance from the water, and align the slot on the cable end with the corresponding slot on the power outlet plug. Make sure that the locking clip is in place.

3. Gently push the cable plug into the outlet. It should slide in easily, do not apply excessive force as this may damage the connector pins.

4. Once the cable is inserted ensure the cable can not come loose during operation.

After ensuring all connections are secure check that the power on/off switch on the power supply is in the off position.

Plug the power supply into your power outlet and turn on the power switch (in some countries there is no switch so please ensure the switch on your power supply is off.)

It is advisable that you do not turn the power switch on then off and on again in a short space of time as there is a possibility you may damage the fuses in the power supply and need to replace them.

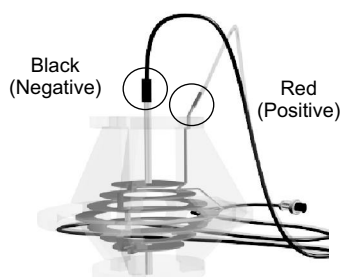
Should you need to turn the unit off and on again please wait for at least one minute before turning it on again.

Fill your preferred container with at least enough water to cover the Array in the container, and then turn on the power switch.

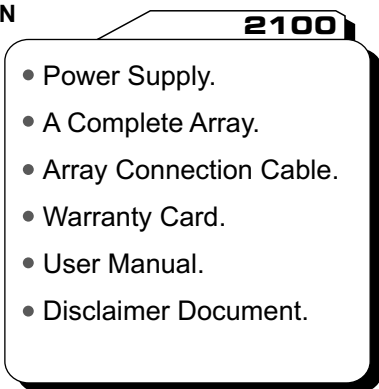
If at anytime you are unsure, please call, Q - The Experience for assistance.



Attach the Array cable to the power box. Ensure the locking clip is in place.



Black (Negative) Red (Positive)



- Power Supply.
- A Complete Array.
- Array Connection Cable.
- Warranty Card.
- User Manual.
- Disclaimer Document.

# INTRODUCING THE Q2 ENERGY SPA

The DC power cord supplied with the power supply should be long enough to keep the power supply well away from the water. Should the system exhibit any of the following symptoms, disconnect it and contact an authorized repairer, or the outlet, from where you purchased the system:

- If the Cord has been damaged or frayed.
- If the unit has been exposed to liquids or excessive heat, dust, severe mechanical vibration or shock.
- If the unit has been dropped or the unit's case has been cracked, or is opened.
- If the unit produces fumes, smoke or excessive noise.
- If the unit is not operating normally, or exhibits a distinct change in performance.

DO NOT attempt to service or repair this unit yourself, unauthorized modifications and repairs/alterations will immediately void the warranty. Contact Q - The Experience for any repairs or enquiries.

## BEFORE USING YOUR Q2 ENERGY SPA FOR THE FIRST TIME

Please inspect all components to ensure that no damage occurred during shipping. Ensure there are no cracks in the power supply casing or any other visible damage.

Check the Array to ensure that no damage has occurred, during this inspection take a little more time to note the assembly from the factory so that when time comes to replace consumable components you are confident that you will be able to replace components correctly. This can save you a lot of time and trouble later. Inspect the Array power cable ensuring that you pay particular attention to the pins located in the connector that attaches to the power supply. Make sure they have not been bent or broken. Familiarize yourself with the locator slot on the cable plug and the power supply outlet to ensure correct fitting of the cable.

If your Q2 Energy Spa has suffered any damage in transit contact the offices of Q - The Experience in the nearest country to report damages within SEVEN (7) days of receipt of goods.

Please **read your warranty terms and conditions** carefully to ensure you understand them fully.

Fill in the required details and return the appropriate portion for warranty on your Q2 Energy Spa.

## WHAT RESTRICTIONS ARE THERE ON USING THE SYSTEM

The Q2 Energy Spa should not be utilised any more than 35 minutes every second day. It can be used for a shorter time period and further apart but the above is the absolute maximum that any individual should use the system.

- Any individual that has electronic equipment implants should not use the system.
- Any individual that is, or may be, pregnant should not use the system.
- Any individual that has transplanted organs should not use the system.

Only one individual at a time should use the system and fresh water should be used for each session.

**The Q2 Energy Spa does not treat, diagnose or heal any ailment or condition, nor does it force, push or pull foreign matter or toxins from the body.**

## UNDERSTANDING THE 2100 DISPLAY & LIGHTS

With the power supply facing you the top left hand light marked "Power", when illuminated, tells you that power is flowing to the Array.

The intensity of the light may vary depending upon the position of the power level selector. In the high position it will glow brighter. If the light does not illuminate please contact Q - The Experience for assistance.

The middle left light marked "Output" indicates that the 4 amp fuse on the front of the power supply is intact. If it is not illuminated remove and check the fuse and replace if necessary with the same rating fuse.

The bottom left light marked "System" when illuminated indicates the system has power. If this light is not illuminated please contact Q - The Experience for further assistance.

If the "Power" light is illuminated and the "System" light is not, this indicates an internal system problem. This will not affect the use of your unit but the activity indicator lights may not function. You can send the unit in for repair or continue to use it as is.

Start using with the power level selector in the low setting and increase as necessary, if the level then becomes excessive, reduce as required.

The top right light marked "Insufficient" indicates that there is not enough conductivity in the water for the Q2 Energy Spa to function effectively. Please refer to the instructions for increasing water conductivity.

The middle right light marked "Optimal" indicates that the water conditions are ideal for the Q2 Energy Spa and you may begin your session.

The bottom right light marked "Excessive" indicates that the water is too conductive. At this point you will need to move the power level switch to a lower setting until the optimal light is illuminated.

### Model: 2100 Display

