



*A small guide to*  
**HANDLING PRODUCT  
CLAIMS**

**KREAFUNK**  
*kreafunk.com*

# WHAT TO DO IF YOU RECEIVE CLAIMS

At KREAFUNK we believe in good vibes and extraordinary good customer service.

When it comes to claims, it is important that you check the KREAFUNK product yourselves. Therefore, we have made a checklist with the most frequent product claims. In case our guidelines do not solve the problem, please contact our customer service.

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Thank you.

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## **aGEM**

### **PROBLEMS WITH THE aGEM WIRED REMOTE**

If the wired remote does not work, there is a technical fault inside the product. Unfortunately, this cannot be fixed. However, it could also be a problem with the device that the earplugs are connected with. If the problem arises please try using another device to be sure that the problem is correctly identified.

If you have followed the above-mentioned guidelines and you are still experiencing problems with the aGEM, please contact our customer service.

## **aGLOW**

### **aGLOW CANNOT TURN ON**

Charge aGLOW for 6-8 hours and try turning it on again.

### **aGLOW CANNOT BE CHARGED**

In many cases, it is simply the cable that does not work. Please try using a different cable to make sure that the problem is correctly identified.

### **THE BATTERY LIGHT IS CONSTANTLY FLASHING**

Please contact customer service.

### **THE LED LIGHT DOES NOT WORK**

Please contact customer service.

### **THE POWER BANK DOES NOT WORK**

The power bank in aGLOW is only for charging phones – not tablets. Please try to charge different phones if you are experiencing that the battery function does not work.

### **aGLOW HAS A WEIRD SOUND**

Please try restarting aGLOW: Go to Bluetooth settings and disconnect the speaker. On an iPhone this is simply done by pressing the info icon on the right and then “Disconnect”. If this is done on all of the devices previously connected to the speaker, then you have restarted aGLOW. In most cases, the speaker will sound perfect again. If this does not work, please try a different sound source to see whether you are experiencing the same issues. Some sound source apps have bad Bluetooth stability, which causes problems for the speaker.

### **BLUETOOTH IS NOT WORKING**

Try turning on aGLOW until the battery is completely empty. Then fully recharge the aGLOW and try connecting it to your device again.

Bluetooth is very sensitive and therefore it is important always to remember turning Bluetooth off, when the electronic device should not be connected to the speaker. If a phone that previously has been connected to the speaker, has its' Bluetooth turned on and another phone tries connecting to the speaker, the first phone might interrupt the connection.

The best way to avoid connection problems if there are multiple users of the product, is simply to delete it from the electronic devices after use.

If you have followed the above-mentioned guidelines and you are still experiencing problems with aGLOW, please contact our customer service.

## **aGROOVE**

### **aGROOVE CANNOT TURN ON**

Charge aGROOVE for 6-8 hours and try turning it on again.

### **aGROOVE CANNOT BE CHARGED**

In many cases, it is simply the cable that does not work. Please try using a different cable to make sure that the problem is correctly identified.

### **aGROOVE HAS A WEIRD SOUND**

Please try restarting aGROOVE: Go to Bluetooth settings and disconnect the speaker. On an iPhone this is simply done by pressing the info icon on the right and then "Disconnect". If this is done on all of the devices previously connected to the speaker, then you have restarted aGROOVE. In most cases, the speaker will sound perfect again. If this does not work, please try a different sound source to see whether you are experiencing the same issues. Some sound source apps have bad Bluetooth stability, which causes problems for the speaker.

### **BLUETOOTH IS NOT WORKING**

When aGROOVE is turned on a flashing blue light is shown. This indicates that the speaker is on. To activate Bluetooth press the on/off button again. The light changes to a flashing light that shifts between blue and green indicating that the Bluetooth is on. Now it is possible to connect to the aGROOVE.

Bluetooth is very sensitive and therefore it is important always to remember turning Bluetooth off, when the electronic device should not be connected to the speaker. If a phone that previously has been connected to the speaker, has its' Bluetooth turned on and another phone tries connecting to the speaker, the first phone might interrupt the connection.

The best way to avoid connection problems if there are multiple users of the product, is simply to delete it from the electronic devices after use.

If you have followed the above-mentioned guidelines and you are still experiencing problems with aGROOVE, please contact our customer service.

## **aHEAD**

### **aHEAD CANNOT TURN ON**

Charge aHEAD for at least 4 hours and try turning it on again.

### **aHEAD CANNOT BE CHARGED**

In many cases, it is simply the cable that does not work. Please try using a different cable to make sure that the problem is correctly identified.

### **aHEAD HAS A WEIRD SOUND**

Please try restarting aHEAD: Go to Bluetooth settings and disconnect the speaker. On an iPhone this is simply done by pressing the info icon on the right and then "Disconnect". If this is done on all of the devices previously connected to the speaker, then you have restarted aHEAD. If this does not work, please try a different sound source to see whether you are experiencing the same issues. Some sound source apps have bad Bluetooth stability, which causes problems.

### **BLUETOOTH IS NOT WORKING**

Try pushing the multifunctional button down and hold it until a red and blue flashing light appears. The Bluetooth function is now activated and aHEAD is now ready to connect with the electronic device.

Bluetooth is very sensitive and therefore it is important always to remember turning Bluetooth off, when the electronic device should not be connected to the speaker. If a phone that previously has been connected to the speaker, has its' Bluetooth turned on and another phone tries connecting to the speaker, the first phone might interrupt the connection.

The best way to avoid connection problems if there are multiple users of the product, is simply to delete it from the electronic devices after use.

If you have followed the above-mentioned guidelines and you are still experiencing problems with aHEAD, please contact our customer service.

## **aMOVE**

### **aMOVE CANNOT TURN ON**

Charge aMOVE for 6-8 hours and try turning it on again.

### **aMOVE CANNOT BE CHARGED**

In many cases, it is simply the cable that does not work. Please try using a different cable to make sure that the problem is correctly identified.

### **THE POWER BANK DOES NOT WORK**

The power bank in aMOVE is only for charging phones – not tablets. Please try to charge different phones if you are experiencing that the battery function does not work.

### **aMOVE HAS A WEIRD SOUND**

Please try restarting aMOVE: Go to Bluetooth settings and disconnect the speaker. On an iPhone this is simply done by pressing the info icon on the right and then "Disconnect". If this is done on all of the devices previously connected to the speaker, then you have restarted aMOVE. In most cases, the speaker will sound perfect again. If this does not work, please try a different sound source to see whether you are experiencing the same issues. Some sound source apps have bad Bluetooth stability, which causes problems for the speaker.

### **BLUETOOTH IS NOT WORKING**

Bluetooth is very sensitive and therefore it is important always to remember turning Bluetooth off, when the electronic device should not be connected to the speaker. If a phone that previously has been connected to the speaker, has its' Bluetooth turned on and another phone tries connecting to the speaker, the first phone might interrupt the connection.

The best way to avoid connection problems if there are multiple users of the product, is simply to delete it from the electronic devices after use.

If you have followed the above-mentioned guidelines and you are still experiencing problems with aMOVE, please contact our customer service.

## **aOWL**

### **aOWL CANNOT TURN ON**

Unplug the charging cable from aOWL and plug it in again. Turn the on/off button and try connecting again.

### **aOWL HAS A WEIRD SOUND**

Please try restarting aOWL: Go to Bluetooth settings and disconnect the speaker. On an iPhone this is simply done by pressing the info icon on the right and then "Disconnect". If this is done on all of the devices previously connected to the speaker, then you have restarted aOWL. In most cases, the speaker will sound perfect again. If this does not work, please try a different sound source to see whether you are experiencing the same issues. Some sound source apps have bad Bluetooth stability, which causes problems for the speaker.

Additionally, try turning off aOWL and remove the charging cable. Plug the charging cable in again, turn the speaker on and try to connect to the speaker. Usually, aOWL will sound perfect again.

### **BLUETOOTH IS NOT WORKING**

Bluetooth is very sensitive and therefore it is important always to remember turning Bluetooth off, when the electronic device should not be connected to the speaker. If a phone that previously has been connected to the speaker, has its' Bluetooth turned on and another phone tries connecting to the speaker, the first phone might interrupt the connection.

The best way to avoid connection problems if there are multiple users of the product, is simply to delete it from the electronic devices after use.

If you have followed the above-mentioned guidelines and you are still experiencing problems with aOWL, please contact our customer service.

## **aSOUND**

### **aSOUND CANNOT TURN ON**

Charge aSOUND for 6-8 hours and try turning it on again.

### **aSOUND CANNOT BE CHARGED**

Open the pocket on the back of aSOUND that hides the plug ins for the charging cable. In the upper right corner there is a small hole. Use a needle and stick it into the hole. Hold it for around 10 seconds. Now aSOUND is completely reset. Plug the charging cable in and charge aSOUND for 8 hours.

If aSOUND is still not charging, please contact our customer service.

### **THE POWER BANK DOES NOT WORK**

The power bank in aSOUND is only for charging phones – not tablets. Please try to charge different phones if you are experiencing that the battery function does not work.

### **aSOUND HAS A WEIRD SOUND**

Please try restarting aSOUND: Go to Bluetooth settings and disconnect the speaker. On an iPhone this is simply done by pressing the info icon on the right and then "Disconnect". If this is done on all of the devices previously connected to the speaker, then you have restarted aSOUND. In most cases, the speaker will sound perfect again. If this does not work, please try a different sound source to see whether you are experiencing the same issues. Some sound source apps have bad Bluetooth stability, which causes problems for the speaker.

### **BLUETOOTH IS NOT WORKING**

Bluetooth is very sensitive and therefore it is important always to remember turning Bluetooth off, when the electronic device should not be connected to the speaker. If a phone that previously has been connected to the speaker, has its' Bluetooth turned on and another phone tries connecting to the speaker, the first phone might interrupt the connection.

The best way to avoid connection problems if there are multiple users of the product, is simply to delete it from the electronic devices after use.

If you have followed the above-mentioned guidelines and you are still experiencing problems with aSOUND, please contact our customer service.

## toCHARGE

### **toCHARGE CANNOT BE CHARGED**

In many cases, it is simply the cable that does not work. Please try using a different cable to make sure that the problem is correctly identified.

### **toCHARGE IS NOT CHARGING MY PHONE/TABLET**

If your toCHARGE is not charging your phone/tablet it can be due to two things:

1. Be aware that there are two outputs in the toCHARGE. These outputs do not have the same voltage and therefore have different purposes. The output marked with 1A is for phones and the output marked 2A is for tablets.
2. If you received a white cable with your toCHARGE there may be a technical fault inside it. Please test with another cable to see if this is where the error lies.

All of our new toCHARGE come with a new wire in black. This cable should be applied when charging toCHARGE. When toCHARGE is used for charging a phone/tablet the original charging cable from the phone/tablet should be applied.

If you have followed the above-mentioned guidelines and you are still experiencing problems with toCHARGE, please contact our customer service.

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