

SalonLab manual

Schwarzkopf Professional SalonLab
Smart Analyzer & Consultation App

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product contents

UNBOXING OF THE SALONLAB SMART ANALYZER

- 1x SalonLab Smart Analyzer
- 1x Docking Station
- 1x Power adapter,
- 1x Plug for EU, US, UK & Australia each
- 1x Microfiber Cloth
- 1x Quick Start Manual
- 1x Instructions for Use

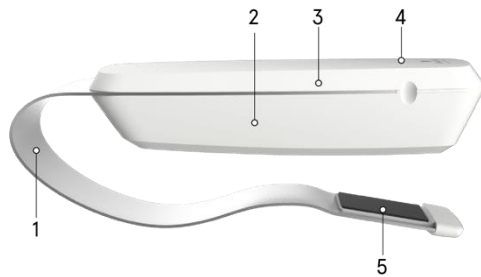


SalonLab Smart Analyzer

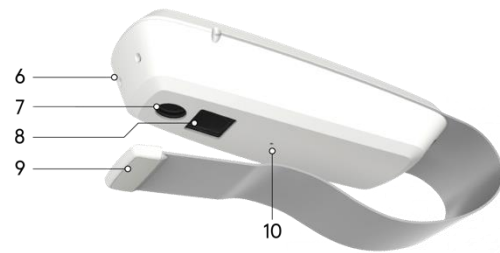


SalonLab Smart Analyzer

ANALYZER COMPONENTS



- 1. Analyzer Clip
- 2. Lower Body Shell
- 3. Upper Body Shell
- 4. Status LED lights
- 5. Sensor Measuring Background



- 6. Charging Pins
- 7. Colour sensor
- 8. Near-Infrared Sensor
- 9. Measuring Trigger
- 10. Reset Pin Hole

DOCKING STATION



- 11. Analyzer Docking Station
- 12. Power Indication
- 13. Sensor Calibration Plate
- 14. Micro USB Slot

SALONLAB SMART ANALYZER LIGHT FEEDBACK

On the top of the SalonLab Smart Analyzer (upper body shell), we built-in two LED lights that indicate the device's status.



BLUE LED light

Pulsing LED indicates that the Analyzer is currently waiting for a Bluetooth device (iPad) to connect with. The actual pairing is shown with a steady blue light for 2 seconds. A blinking blue light will be visible when a firmware update is performed.



WHITE LED light

Pulsing white light indicates that the Analyzer is connected to the iPad and ready for use. During the measuring process, the white light will glow to indicate that measuring is in progress. Inside the docking station, a white glow indicates an ongoing calibration run.

Occasionally blinking LED indicates sleep mode (wake up by pressing the clip or by charging it).



YELLOW LED light

Indicates battery-related information. Suppose the battery drops below a certain percentage. In that case, the yellow light will start blinking, and you will receive a notification on the iPad. You can still do a couple of measurements before the battery drops below a critical energy level. Once a steady yellow light is indicated, no measurement is possible anymore. Please charge your device.



RED LED light

Indicates hardware related issues or misuse during the measuring process (e.g., releasing the clip before the measurement is finished or interrupted calibration run). If the red led keeps blinking for more than a couple of seconds, please press and release the clip. If the red light is continuously blinking and the device does not respond to clip pressing action, please contact technical support.



GREEN LED light

A blinking green LED indicates that the Analyzer is currently charging when placed into the docking station. A glowing LED indicates that the battery is fully charged. If the Analyzer is not showing a green light while being in the docking station, please ensure that the docking station is plugged in. No LED is shown if:

- The device is in deep sleep mode (after 2h of standby - please wake up by pressing the clip or by charging it).
- The battery has run out (please charge for at least 1h).

troubleshooting guide

MOST COMMON ERRORS

Most occurring errors often result from simple maloperations.
Before contacting technical support, please check the following points first.

- **Is the Analyzer charged?**
The charging state of the Analyzer is accessible within the app settings.
"SETTINGS" – "CONNECTED DEVICE"
- **Is the Analyzer turned on?**
If a white or blue light on the Analyzer is pulsing frequently, the device is turned on. If you can't see any light, the battery is potentially empty. If so, please put the device in the docking station.
- **Are the Analyzer and iPad connected via Bluetooth?**
In the Bluetooth settings of your iPad, you will see if the Analyzer is currently connected. Also, it should show a white LED light if connected while in normal operation mode (out of docking Station, battery charged, no error).
- **Is the Analyzer close to the iPad when attempting to connect?**
The Analyzer always tries to connect with the closest iPad. To prevent disturbance from other devices, keep the iPad and Analyzer close to each other.
- **Is Bluetooth turned-on on the iPad?**
This information is accessible within the iPad Bluetooth settings.
- **Is the iPad connected to Wi-Fi?**
This information is accessible within the iPad Wi-Fi settings or by checking the Wi-Fi logo on the iPad's top right corner.
- **Is the docking station plugged in?**
A white light on the docking station will indicate that it is plugged in.

HAIR ANALYSIS

- Please always measure the hair at the point displayed on the iPad
- The App will always provide explicit guidance during the measuring process. You will have visual feedback on the iPad and physical feedback through the Analyzer during the measuring process
- Before taking the subsequent measurement, make sure the iPad processed all the data and asks for the next measurement

Failed Measurement

Unsuccessful measurements mainly result from releasing the clip of the Analyzer too early. Please make sure to only release the Analyzer clip after you have feedback for a successful or failed measurement. Check if the clip is pressed towards the device in a central position without moving it to the sides. If failed measurements keep reoccurring, please contact technical support.

Device Calibration

Your Analyzer NIRS sensor needs a calibration run from time to time. Please place the device in the docking station for 1 minute. Doing so will calibrate the sensor automatically. When placing the Analyzer in the docking station, a green and a white light should be visible for a couple of seconds. The Analyzer is calibrated as soon as the white light turns off (the Analyzer can only calibrate properly if the docking station's sensor glass and calibration plate are clean).

Important Note:

Removing the Analyzer too early will result in a failed calibration. The device will indicate that by vibrating and glowing red for some seconds. Please place it back in the docking station and make sure it will calibrate adequately.

ANALYZER

Device Too Hot

If the device overheats, it will shut down automatically. This will not harm the device. It will be usable again once it has cooled down. In this case, please wait for at least 10 minutes. If the problem is reoccurring, contact technical support immediately.

Reset Device

Technical issues with the Analyzer may be solved through a reset of the device. Do so by turning it off and on again. You can do so by pressing the pin on the bottom of the device. In the chapter "ANALYZER", you will find an illustration of the reset hole (10) on the bottom of the device. Please use a paper clip or similar to press the small button inside the hole to reset. Please ask your Schwarzkopf Professional Trainer for help if you experience any difficulties.

Device Error

If the device LED is blinking red constantly, please contact technical support.

thank you for being a part of the
Schwarzkopf Professional
SalonLab experience!