BioCharger

Advanced Biotechnologies, LLC

BioCharger® NG Owner's Manual

JULY, 2022

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BioCharger NG Owner's Manual - v12
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Chapter 1

Getting Started

Congratulations on your purchase of the BioCharger NG health optimization platform! While this guide is intended to provide you with detailed information on your BioCharger NG, nothing ensures your success like speaking directly with us and going through a personalized onboarding process. We want you to have the best possible experience with your unit!

This document outlines the requirements and best practices for successfully operating your BioCharger NG. Disregarding the requirements outlined in this document may cause damage to the equipment, injury, or loss, and may potentially void the warranty.

THE BIOCHARGER NG IS NOT INTENDED FOR USE IN THE DIAGNOSIS OF DISEASE OR OTHER CONDITIONS, OR IN THE CURE, MITIGATION, TREATMENT, OR PREVENTION OF DISEASE, IN MAN OR OTHER ANIMALS.

This manual is laid out in the same manner that we use to perform our customer onboarding. To be eligible for the 45-day, money back guarantee and to ensure that you get the best possible experience with your BioCharger NG, you will need to schedule an onboarding session with us using the below link:

Schedule Onboarding Session

Onboarding sessions take 60 to 90 minutes to complete.

Aside from operating the BioCharger NG, we also require that you speak with our support team for Advanced Training after your inital Onboarding. We will guide you through advanced uses of your BioCharger NG and speak to you about any questions you may have regarding recipes for your BioCharger NG. You can schedule a time using the link below:

Schedule an Advanced Training Session

Advanced trainings take 30 or 60 minutes to complete.

BioCharger NG Packing List

Your BioCharger NG will arrive in three separate boxes, and these boxes contain a number of items. A detailed list and description are provided below.

A: Secondary Coil

B: Outer enclosure, gas tubes, toroid, power cables, etc.

C: BioCharger NG Base, Accessory Box

- All of the tools required to assemble your BioCharger NG are provided to you.
- Please unpack the BioCharger NG materials carefully.
- You may need the help of an additional person unpacking the BioCharger NG base;

  The Secondary Coil Box - 8 lbs

  Outer Enclosure & Supply Box - 31 lbs

  BioCharger NG Base Box - 50 lbs

Please save the shipping boxes and all packing materials. This will be critical for any RMA (Return Merchandise Authorization) that is requested. Please see the Warranty Procedures section of this manual for additional details.

Heavy Object Can cause muscle strain or back injury. Use lifting aids and proper lifting techniques when removing or replacing.

1. 1 x Secondary Coil

2. 1 x Toroid

3. 1 x Tube Carousel

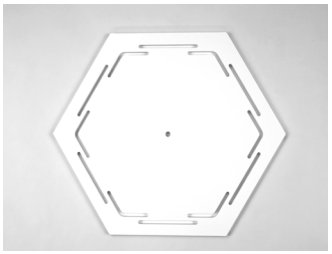
4. 1 x Outer Enclosure

5. 1 x BioCharger NG Base

6. Gas Tubes

6 pairs, 12 spectrum tubes in total:

2 x Ar (argon)
2 x He (helium)
2 x Kr (krypton)
2 x I (iodine)
2 x Ne (neon)
2 x Xe (xenon)



7. 1 x Top Cover

8. 1 x Power Cable

9. 1 x Power Cable with filter box

10. 1 x 25-foot CAT5 network cable

11. In the white box, you will find:

2 x flat washer
1 x lock washer
1 x coupling nut
1 x nylon screw
1 x arc rod
1 x wrench
1 x stylus
1 x USB WiFi adapter
1 x reset tool

12. 2 x Flat Washers

13. 1 x Lock Washer

14. 1 x Coupling Nut

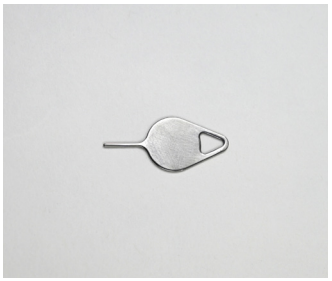
15. 1 x Nylon Screw

16. 1 x Arc Rod

17. 1 x Wrench

18. 1 x Stylus

19. 1 x USB WiFi Adapter



20. 1 x Reset Tool

If any item from this packing list is missing or damaged, DO NOT proceed with assembling the BioCharger NG and contact us immediately.

Email: support@biocharger.com

Phone: +1 (855)550-7740

Regulatory Compliance

This device complies with Part 18 of the FCC Rules.

This device complies with European manufacturing conformity standards, having been tested and approved for the CE marking.

The BioCharger NG is not intended for use in the diagnosis of disease or other conditions, or in the cure, mitigation, treatment, or prevention of disease, in humans or other animals.

Advanced Biotechnologies,LLC
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PN: MODL-0114-6

CE

Degree of protection (IEC 60529) IP 20

Chapter 2

Important Safety Information

WARNING: DO NOT TOUCH

Warning: The Arc Rod emits Radio Frequency Energy, do not touch. The arc rod may cause burns or injury to the skin or body upon contact. Wait until after the cool down period is completed to switch out the arc rod with the nylon screw.

The Arc Rod is not to be used except for professional settings where there is additional barriers to prevent contact.

Intended Use:

The BioCharger NG is a health optimization platform. The transmitted energy stimulates and invigorates the entire body to optimize and improve potential health, wellness, and athletic performance. The BioCharger NG is completely non-invasive and has proven to restore strength, stamina, coordination, and mental clarity. The BioCharger NG is intended to provide energy to the environment and those within the immediate environment by producing four subtle energies:

- Pulsed electomagnetic (PEMF)
- Electrodynamic (voltage)
- Photonic (light)
- Frequencies and Harmonics

Caution: This equipment must be used in the manner indicated in these instructions.

Use for any other purpose may cause damage to the equipment, injury, or loss.

Warning: The BioCharger NG must be used indoors and in a clean, dry environment.

Do not use near water, in high humidity, or in dusty areas.

Do not cover, wrap or "blanket" unit when operational or has not had sufficient time to cool down and it completely powered off.

Warning:

OPERATORS of the BioCharger NG are responsible for inspecting the equipment and noting any damage or defects.

The BioCharger NG should not be used if damage or defects are noted.

Do not use the BioCharger NG without the system fully assembled.

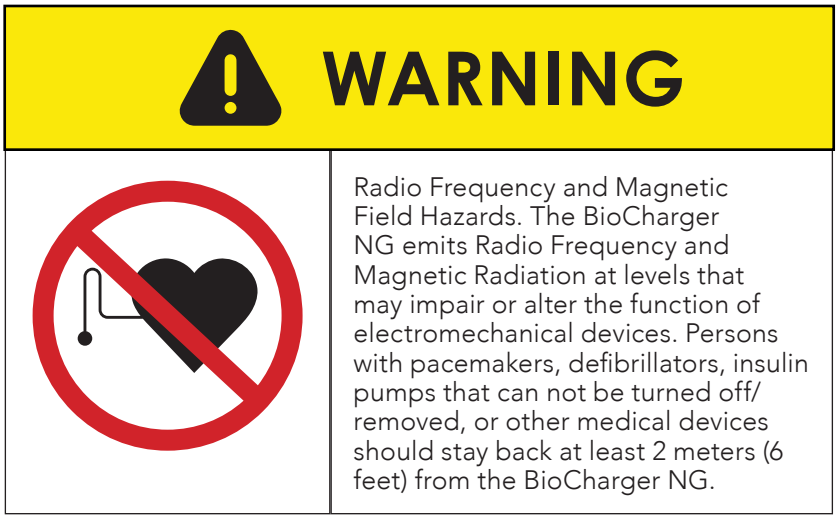
Do not use the BioCharger NG for any other purpose aside from its intended purpose.

Do not use the BioCharger NG to intentionally interfere with other electrical or electronic devices.

Do not make contact with the BioCharger NG with any conductive materials.

Do not modify the BioCharger NG.

Do not modify the arc rod or connect the arc rod to any other device or parts.

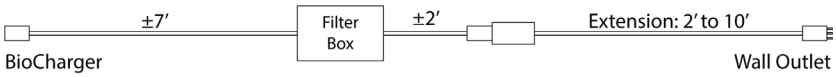


The OPERATOR should provide a similar sign on the doors to, and at the location of, the BioCharger NG.

Additionally, a line shall be marked on the surfaces 6 feet (2 meters) away from the BioCharger NG to indicate the approach limit for persons with pacemakers, defibrillators, insulin pumps that can not be turned off/removed or other electromechanical devices.

It is necessary for the OPERATOR to refer to the instruction manual to preserve the protection built into the equipment. The equipment shall only be installed per these instructions.

A grounded power cord, as provided, shall be used or any UL/NRTL listed 15A SJT 14AWG 125V power cord. For 240VAC operation power cord details or if a shorter cable is required contact the BioCharger support team.



BioCharger power cable and filter arrangement

The BioCharger NG produces large magnetic fields, and individuals with electromechanical devices, such as pacemakers or defibrillators, insulin pumps that can not be turned off/removed, etc, should remain 6 feet (2 meters) from the BioCharger NG while it is running a recipe.

Warning Shock and RF Burn hazard: The OPERATOR shall not access or touch the top assembly, noble gas tubes, arc rod, coupling nut, top cover, toroid, secondary coil, internal primary coil, covers, or any internal components while the BioCharger NG is either plugged in to a power source and/or operating.

Turn off all power and let the BioCharger NG rest for 10 minutes before touching any components.Some parts may be ELECTRICALLY HAZARDOUS WHEN LIVE.

The equipment must be isolated or disconnected from the HAZARDOUS LIVE VOLTAGEby unplugging the system from the wall outlet before access.

TERMINALS including top assembly, noble gas tubes, arc rod, coupling nut, top cover, toroid, secondary coil, and outer enclosure are supplied from the interior of equipment at a voltage exceeding 1kV, shall be marked with the symbol shown.

Sufficient preventive maintenance and inspection information: the end user shall inspect the equipment and note any damage.

BioCharger NG should not be used if damaged.

Statement of the range of environmental conditions: typical lab conditions, do not use the BioCharger NG if the temperature where the BioCharger NG is located is above 90°F or humidity is above 75%.

Environmental Requirements

Ambient Operating Temperature	0°C to +45°C		
Transportation and Storage Temperature	Low Limit °C	High Limit °C	Duration
	-20	30	1 year
	-20	45	3 months
	-20	60	1 Month
Relative Humidity	20% to 75% non-condensing		
Maximum Operational Altitude	2500m		
Degree of Protection (IEC 60529)	IP 20		
Equipment Sound Level during Operation	70 dBA		

Keep system dry, dust-free, and dew-free. Moisture could cause failure or shock. Dust could cause overheating or fire.

Ventilation requirements: the BioCharger NG must be provided with freely moving air. Built-in fans and/or vents should not be covered or blocked.

Cleaning: Only clean the BioCharger NG after it has been powered off and allowed to rest for 10 minutes.

Use only a clean, dry cloth, free of lint and threads. The provided microfiber cloth, or something similar, is recommended.

DO NOT USE any cleaning agent that contains alcohol, ammonia, and/or solvents to clean your BioCharger NG. Only use products that are specifically designed to clean plexiglass. Using products that contain ammonia and/or solvents may damage and/or cause blemishes to your BioCharger NG.

Normal Environmental Conditions

a. Indoor use
b. Altitude up to 2000 meters
c. Temperature 5 degrees C to 40 degrees C
d. Maximum relative humidity is 80% for temps up to 31 degrees C decreasing linearly to 50 percent relative humidity at 40 degrees C.
e. Main supply Voltage fluctuations up to plus or minus 10% of the nominal voltage
f. Transient overvoltages up to the levels of overvoltage category II.

    Note 1 - These levels of transient overvoltages are typical for equipment supplied from the building wirings

g. Temporary overvoltages occurring on the main supply.
h. Applicable pollution degree of the intended environment (Pollution Degree 2 in most cases)

    Note 2 - Manufacturers may specify more restricted environmental conditions for operations; nevertheless, the equipment must be safe within these normal conditions.

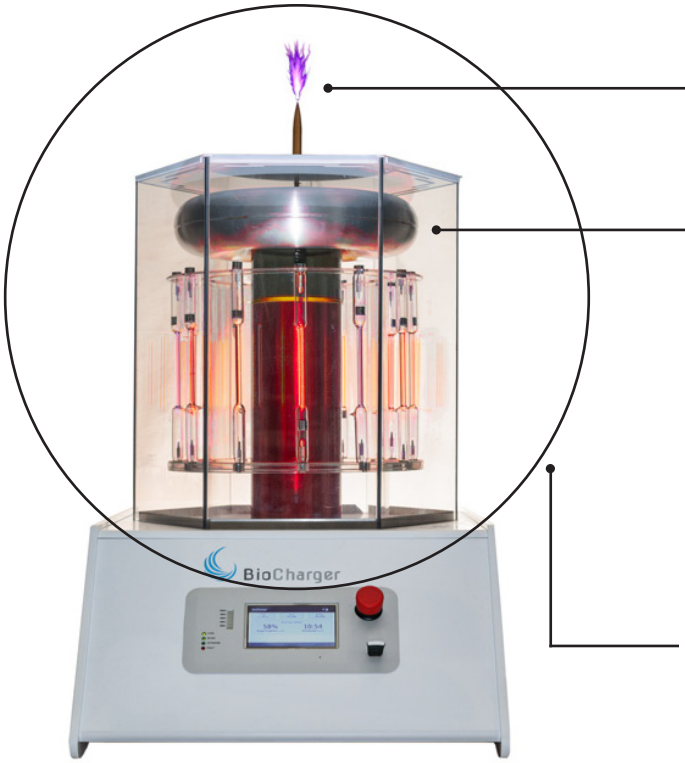
Contraindications

Because no controlled tests or studies have been run on these populations, the below items need to be followed and observed:

- Individuals with cardiac pacemakers or defibrillators, insulin pumps that can not be turned off/removed, MUST sit at least 6 feet away from your BioCharger NG.
- Individuals who are known to have photosensitivity (I.E. Photoconvulsive Response, Epilepsy, Migraines caused by Photosensitivity), are recommend to use the BioCharger without the plasma tubes installed, since the strobing nature potentially could cause an episode. An additional option is to wear a suitable eye mask (a sleeping mask that shuts out all light) during the session. As everyone is unique, we advise seeking advice on what triggers an episode and taking this into consideration prior to making the decision to use the BioCharger in this case.
- Women who are pregnant should NOT use your BioCharger NG.
- Children under the age of eighteen (18) years old MUST be supervised by a parent or guardian during a BioCharger NG session.
- Individuals with chemotherapy ports that are metal based should NOT use your BioCharger NG.
- Individuals with metal plating or mesh in their heads should NOT use your BioCharger NG.
- Any electrical device if not a removable device we recommend a 6 foot distance and consulting your physician prior to use.

Shock Hazard Diagram

Shock Hazard Zone



The toroid and arc-rod (as indicated here), is considered to be an operational terminal, and has a touch voltage.

DO NOT TOUCH

20'' (0.5m) ±

Placing your hand or any conductive material within the vicinity of the circle shown on the diagram WILL INCREASE THE RISK of arcing and/or electrical shock.

CONDUCTIVE MATERIAL WITHIN THIS AREA COULD RESULT IN INJURY AND/OR LOSS.

Operating the BioCharger NG on a conductive surface (e.g.; cement, stone) floor will increase the risk of shock.

Chapter 3

Room Requirements

The following guidelines are meant to help you have the best possible experience with the BioCharger NG. Contact Advanced Biotechnologies, LLC. (support@biocharger.com) for more information and guidance on best practices.

General Environment

- The room must be large enough to accommodate a 3-foot buffer from any wall and ceiling.
- DO NOT place any conductive material within 3 feet of the BioCharger NG.
- DO NOT place any conductive material on top of the base OR the top protective covering.
- Maintain minimal conductive material in the room.
- Maintain safe distance (3 feet) from outlets, floor/wall vents, air ducts, radiators, etc.
- The BioCharger NG needs to be at least 15 inches off the ground.

The items specified in the Environment Check section only have to be followed for when your BioCharger NG is running a recipe.

Operating your BioCharger in an environment that does not follow these guidelines may result in damages and/or other loss and may void your warranty.

In the context of the BioCharger NG, the phrase "conductive material" will be understood to mean metallic materials, skin, plants, water, cement, stone, and marble.

Seating

- Chairs or other seating should be made of as much nonconductive material as possible.
- Standard table chair height (15 inches)
- Clients with pacemakers, defibrillators, insulin pumps that can not be turned off/removed or other electrical implants must sit 6 feet away from your BioCharger NG.

In-Room Technology

- Any item such as flat screen TVs, computers or laptops, tablets, etc., must be placed at least 6 feet away from your BioCharger NG.

BioCharger NG Cart / Table

- A mobile cart or a stationary table must meet the below requirements:
- The minimum dimensions of the top surface must be at least 25in (L) x 25in (W).
- The top surface area and legs must be made of non-ferrous and non-conductive material. Smaller pieces such as metal bolts, screws, or wheel casters are fine.
- The cart or table must be able to comfortably support 100 pounds.

Magnetic Hazard, Magnetic Radiation at levels that may impair or alter the function of implantable medical devices. Persons with Pacemakers and implanted medical devices should stay back at least 1 meter or 3.3 feet from the system. Keep metal, metallic parts, electrical and electronics equipment away from system while operating. These parts may become heated from the energy.

RF Hazard: the system generates and emits Radio Frequency energy. This RF energy may be above limits and this energy may cause injury, shock, or burns if contacted. Do not touch RF emitting parts or the conductive parts of the device when turned on. Turn off device before moving. Use of metal tables, or placing the system on a metal surface, may cause the table or surface to become energized and cause electrical shock or burn.

Hot Surfaces may exist inside the enclosure do open enclosure. Keep metal, metallic parts, electrical and electronics equipment away from system while operating, these may be heated and become hot.

Chapter 4

Assembling Your BioCharger NG

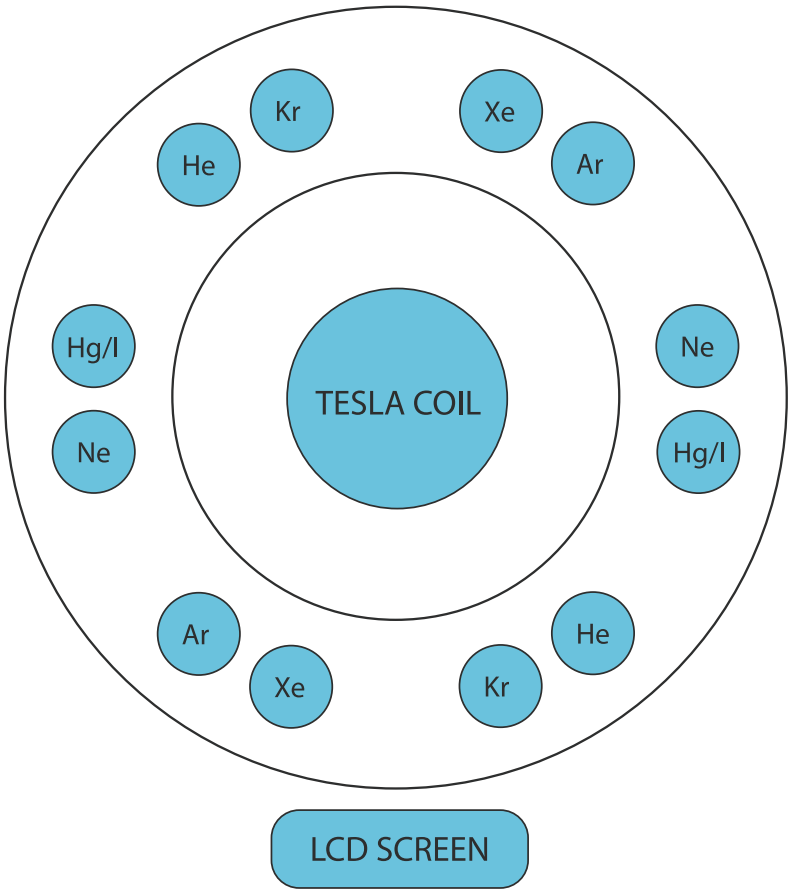
If you have questions regarding what a specific item is, or what it may look like, please refer to the BioCharger NG Packing List at the beginning of this document.

1. Place the base of the BioCharger NG on top of the table or cart that you will be using.
2. On the base of the BioCharger NG, there are three (3) pieces of tape holding the metal grounding strip in place; remove those pieces of tape.
3. Remove the secondary coil from its box.
    - Only handle the secondary coil by the grey ends of the tube
    - DO NOT touch, rub, or scrape the red coating. This is a soft coating meant to protect the copper wiring of the secondary coil.
4. There is a bolt inside the base of the BioCharger NG; located in the center of the base. Screw the secondary coil on to this bolt.
    - DO NOT over tighten the secondary coil
    - Once the secondary coil is snug, do another quarter (1/4) turn on the secondary coil.
5. Slide the tube carousel over the secondary coil. Make sure not to scrape or rub the red protective coating on the secondary coil. There are three (3) divots on the base of the BioCharger NG. The legs of the tube carousel have notches that will rest inside of these divots.
6. There are no specific instructions to handling the Spectrum Tubes other than handling them with care. Touching the glass itself is perfectly acceptable.
7. Install the spectrum tubes according to the diagram located on the next page.

Spectrum Tube Placement

The provided spectrum tube set consists of two sets of six tubes. We recommend that they be placed in a mirrored configuration. For your reference, the abbreviations are as follows:

Ar	He	Kr	Hg	I	Ne	Xe
argon	helium	krypton	mercury vapor	Iodine	neon	xenon



Warning: Plasma tubes are very fragile and could cause cuts if broken. Please inspect each tube carefully while unpacking. If you have received a broken tube, dispose of it carefully and call customer service to request replacement.

9. The white box will have the following items:

- 2 flat washers
- 1 lock washer
- 1 coupling nut

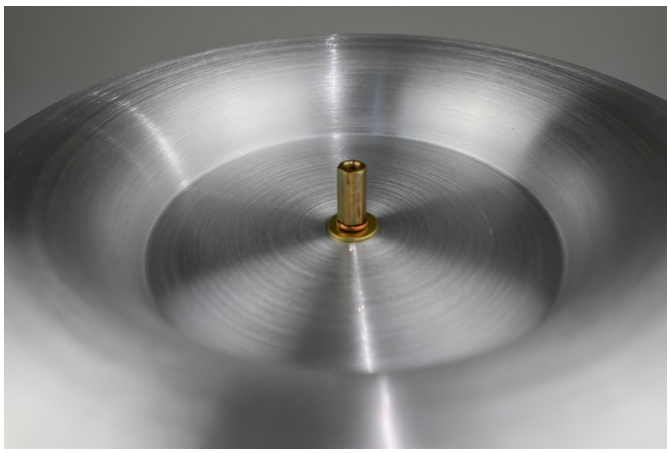
10. Take one of the flat washers and place it on the bolt on top of the secondary coil.

11. Install the 12-inch silver toroid.

12. Install the second flat washer on top of the 12-inch silver toroid.

13. Install the lock washer on top of the flat washer.

14. Install the coupling nut.



15. You will want to tighten the coupling nut as tight as you can. Make sure that you do not strip it, but you do want to ensure that this part of the assembly is tight. You can use the provided wrench to make sure it is tight.

16. Remove the protective film on the outside of the plexiglass outer enclosure, if included on your BioCharger NG.

17. Slide the plexiglass outer enclosure over the spectrum tubes and secondary coil. The outer enclosure will rest within the hexagonal slot on the base of the BioCharger NG. The metal grounding strip will rest inside of the plexiglass outer enclosure.

Do not proceed if grounding strip is not attached! The grounding strip should be attached inside the base with a colored wire. If the grounding strip is not secured to the inside of the base do not proceed in any manner. Please contact customer service for assistance.

18. Remove the protective film from the hexagonal white top cover.

19. Place the hexagonal white top cover on top of the plexiglass outer enclosure.

20. **Arc rod vs black nylon screw:** At this point of the assembly, we would like to make you aware of the difference between the brass arc rod and the black nylon screw. The arc rod produces a small amount of negative ions, ozone, and emits sound. If noise is a consideration and you wish to run the BioCharger NG silently, you want to use the black nylon screw. **You will not lose any functional benefits of the BioCharger NG by using the black nylon screw.**

We provide both options because some customers prefer the arc rod for the visual effects and others, the black nylon screw.

Once you have selected the arc rod or the black nylon screw, screw in through the hole in the top of the top cover and into the coupling nut. You will want to tighten either option hand tight.

If you are going to connect your BioCharger NG to your wireless network, plug in the provided **USB WiFi adapte**r into the USB port under the **red emergency shutoff button** on the front panel of your BioCharger NG.

Assembling Your BioCharger NG

Power Cord Assembly

1. There are two power cords that come with your BioCharger NG. One power cord will have an in-line filter box, and the other will be a regular power cord.
2. The power cord with the in-line filter box will connect to the back of the BioCharger NG. This power cord will plug in to the power connector port that is next to the power switch on the back side of the BioCharger NG.
3. The regular power cable, the one without the in-line filter box, will plug in to the other end of the power cable that does have the box.
4. Plug into a wall outlet.

Option: You may use surge protector to plug in your BioCharger NG. The surge protector must be of good quality with a 3 prong plug and a minimum of 20 amp. The surge protector should be dedicated to the BioCharger NG device and have no additional electronics should be plugged in.

Chapter 5

Electrical Considerations

A standard 110-Volt/15-Amp electrical outlet with a verified working earth ground is required.

At peak power, your BioCharger NG can draw up to 1100W.

Simply tying the ground of the electrical outlet to neutral is NOT sufficient. If you use the BioCharger NG on an improperly grounded outlet, you run the risk of:

- Damaging the BioCharger NG.
- Damaging other electrical equipment connected to other electrical outlets (even those outside of the room and on other electrical circuits).
- Creating a potentially hazardous environment.

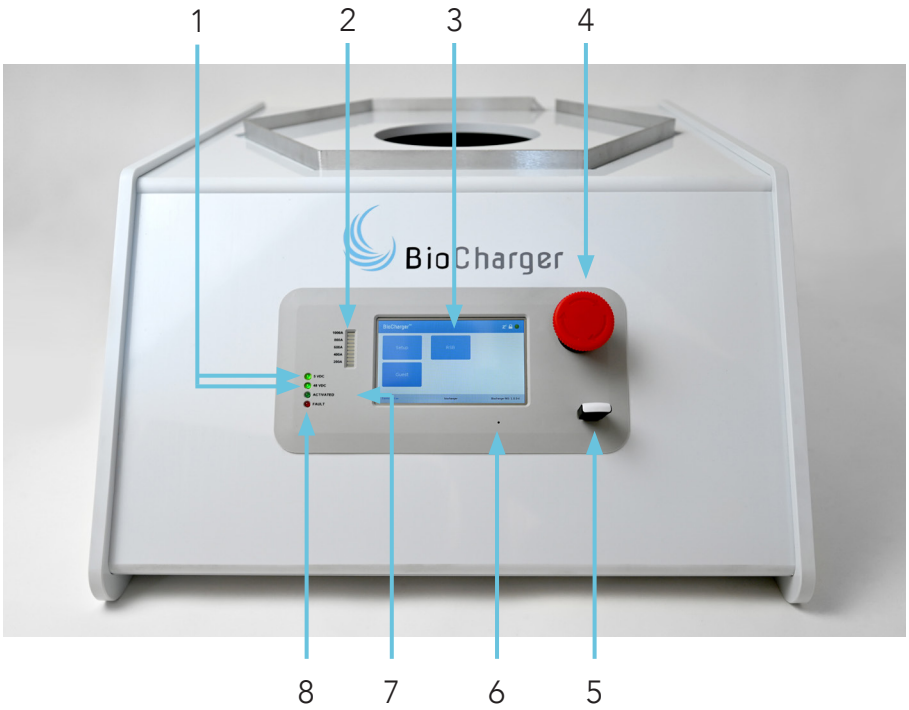
Advanced Biotechnologies, LLC **WILL NOT** warranty a BioCharger NG that is currently known to be, or has been discovered to be, connected to a KNOWN OR DISCOVERED AS an incorrectly grounded outlet.

Arc type circuit breakers are prone to tripping when running high power recipes, especially in locations where earth/ground lugs/wires are not sufficiently tight or lacking.

Chapter 6

Tour of Your BioCharger NG

Front Panel

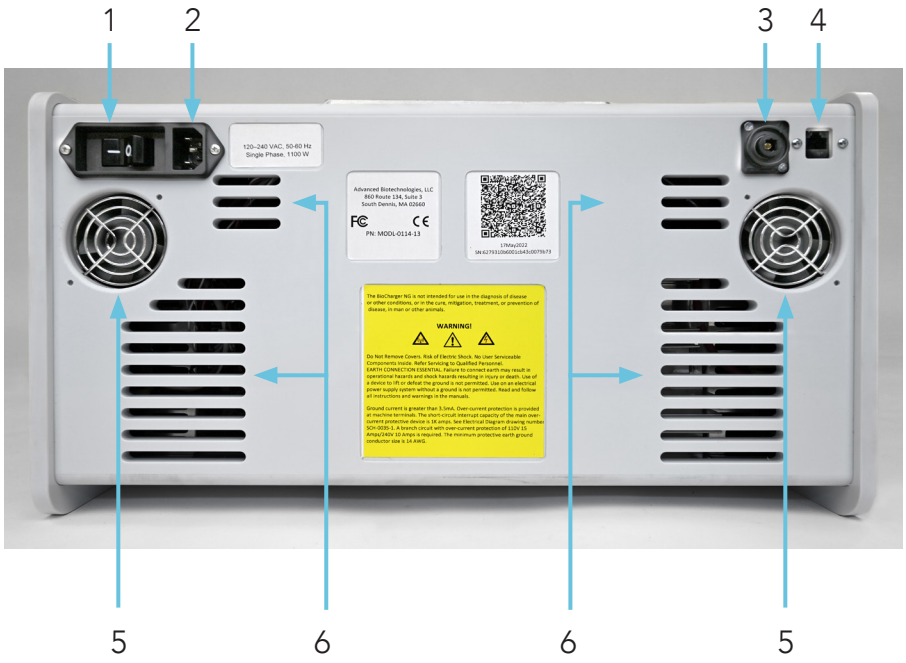


1	**System Indicator Lights** **5 VDC** represents power to the internal computer. **48 VDC** represents power to the internal power supply.
2	**Power Indicator Lights** How much power is being produced by the recipe.
3	Pressure-sensitive **LCD control panel**
4	**Emergency Shutoff Button** Use this button to stop a recipe immediately.
5	**USB WiFi Adapter** This is used to connect your BioCharger NG to your wireless network.
6	**Reset Button** See the Reset Condition section on performing a reset, if needed.
7	**Activated LED** When lit, this indicates that a recipe is running.

8	**Fault Indicator** There are two main reasons why the fault light may be on: 1. The internal tilt switch has been triggered, indicating that your BioCharger NG is not on a level surface. 2. The internal temperature of your BioCharger NG is above 140°F/60°C. Ensure that the cooling vents and cooling fans, located on the back of your BioCharger NG, are dust-free and not blocked. If this light remains on for more than 5 seconds, contact support at: support@biocharger.com

Tour of Your BioCharger NG

Rear Panel



1	**Two-Phase Power Switch** **O** = off when pressed **–** = on when pressed
2	**IEC 320 C13/C14 Male Connector** This is where the power cable plugs in.
3	**S/PDIF Interface** Requires digital TOSLINK optical cable.
4	**Ethernet Port** Use a straight through CAT5e or CAT6 cable. **Do not** use a crossover cable.
5	**Cooling Fans** Do not block or obstruct the air flow.
6	**Cooling Vents** Do not block or obstruct the air flow.

Emergency Shutoff Button

The emergency shutoff button is provided as a way to immediately stop a recipe if the need arises for any reason

There are some things to know about the **emergency shutoff button:**

1. If the **emergency shutoff button** is engaged, the BioCharger NG will not power on from an off state. When you first receive and setup your BioCharger NG, the **emergency shutoff button** is likely engaged. See item #5 below for how to disengage the **emergency shutoff button.**
2. If you press the **emergency shutoff button** while a recipe is running, it will immediately stop the recipe.
3. If you leave the **emergency shutoff button** engaged, it will start the shutdown process and power off the computer inside of your BioCharger NG.

The **emergency shutoff button** does NOT remove power from the main power supply like the ON/OFF switch on the back of your BioCharger NG.

4. If you just want to stop the recipe, and you want to leave your BioCharger NG powered on, then press the **emergency shutoff button** to stop the recipe. Wait for the "power fail detected" message and then promptly disengage the button. Machine will shut down after **emergency shutoff button** is engaged for 15 seconds.
5. To disengage the **emergency shutoff button**, turn clockwise a quarter turn and then release. The **emergency shutoff button** should pop back out and your BioCharger NG will go into the cool-down mode.

USB WiFi Adapter

The USB WiFi Adapter is provided so that you can connect your BioCharger NG to your wireless network.

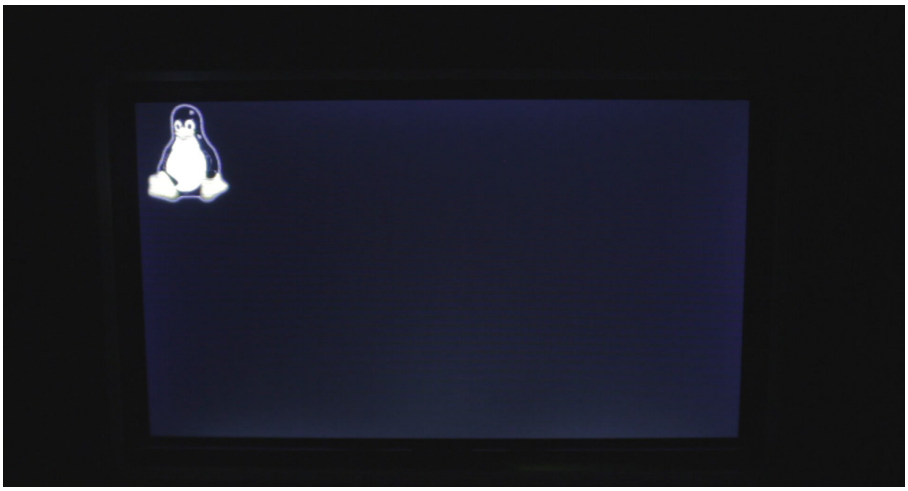
Below are things to know regarding the USB WiFi Adapter:

1. The provided USB WiFi Adapter is the only USB WiFi Adapter that can be used. Third-party USB WiFi adapters will not work with the BioCharger NG.
2. The USB WiFi Adapter must be plugged in to your BioCharger NG before you power on your BioCharger NG.
3. The USB WiFi Adapter must remain plugged in to your BioCharger NG to connect to your wireless network.
4. If the USB WiFi Adapter is not plugged in to your BioCharger NG, then your BioCharger NG will not connect to your wireless network.
5. If you are using a white USB WiFi Adapter, you will see a bluish flashing light when it is connected to your wireless network. If the white USB WiFi Adapter does not have a flashing light, then your BioCharger NG is not connected to a wireless network. If you are using a black USB WiFi adapter, you will not see a bluish light. You can confirm connectivity on the upper right hand side of your BioCharger NG LCD screen. If your BioCharger NG is connect to a wireless network, you will see a green dot and a red dot if it is not connected to a wireless network.
6. Your BioCharger NG will most likely disconnect from your wireless network while a recipe is running. Once the recipe has completed, then the BioCharger NG will reconnect to your wireless network.
7. If this is your first time setting up WiFi, or if you have performed the Restore Default Button Procedure, then your BioCharger NG will be broadcasting its default network. The below information can be used to connect to your BioCharger NG so that you can Configure Your WiFi Connection.

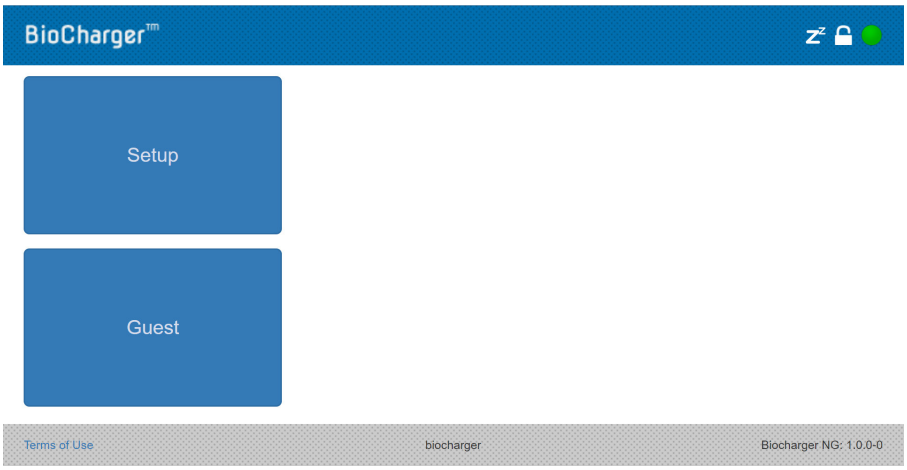
SSID (wireless network name)	**biocharger_default**
Password	**apassword**
IP Address	**192.168.4.1**

Powering On Your BioCharger NG

1. You will need to power on your BioCharger NG using the power switch located on the back.
2. When you power on your BioCharger NG, you should notice a penguin appear in the upper left hand corner of the LCD screen, as shown below.



3. Give your BioCharger NG a few minutes to boot up.
4. Once your BioCharger NG has fully booted up, you should have a screen that looks similar to the one below.



Reset Condition

There may be times when you power on your BioCharger NG and the screen remains blank.

If this occurs, then you will need to perform a reset. The steps for performing the reset are:

1. Power off your BioCharger NG using the power switch on the back of the unit.
2. Wait to allow your BioCharger NG to fully power down, with the blinking cursor gone.
3. Take the reset tool or a small paper clip and gently insert it in to the reset hole located just below the LCD screen of your BioCharger NG. See item #7 noted in the **Front Panel** section of the Tour of the BioCharger NG section of this manual.
4. Press and hold the reset tool or the paper clip in the reset hole for 5 seconds.
5. After 5 seconds, you can remove the paper clip and power on your BioCharger NG using the power switch on the back of the unit.
6. Your BioCharger NG should boot up properly.

If your BioCharger NG LCD panel appears to be frozen, please review this item in the Troubleshooting section of this manual.

The ***only*** time that it is safe to perform a reset on your BioCharger NG is when the BioCharger NG LCD screen remains black after being powered on.

Performing the reset at any other time may result in disk corruption.

While corrupting the disk is unlikely, it could happen, and would result in the need to ship your BioCharger NG in for repair at your own expense.

Internal Battery

Inside of your BioCharger NG is a slow-charge battery that powers the BioCharger NG during the shutdown process. This battery is not fully charged when you first receive your BioCharger NG.

After you have your BioCharger NG fully assembled, we recommend leaving the unit powered on (not just plugged in) for 24 hours to allow the internal battery to fully charge.

If your BioCharger NG is ever left powered off for 14 days or more, then we recommend leaving your BioCharger NG powered on for 24 hours the next time you power it on. We recommend leaving your BioCharger NG plugged in at all times unless there is a power outage or electrical storm.

Chapter 7

Networking Your BioCharger NG

Your BioCharger NG has two options for connecting to the Internet:

1. One option is to use the provided CAT5 Ethernet cable and connect directly to your router. This connection method is the preferred method for connecting your BioCharger NG to the Internet. Benefits to the Ethernet connection include:

    - A more stable and reliable connection to the Internet. While we do not perform remote diagnostics or remote software updates often, and we will always contact and coordinate with you when we do, an Ethernet connection provides a level of assurance that we will not become disconnected from your BioCharger NG while we are performing those tasks.

    - Using an Ethernet connection will ensure that your BioCharger NG remains connected to the Internet, even while running a recipe. While running a recipe, the BioCharger NG will typically disconnect from wireless networks due to the energy field that it creates. The only time that having a consistent Internet connection while running a recipe may be desired is if you wish to monitor your BioCharger NG from a computer or tablet while a recipe is running.

2. The other option is to use the provided USB WiFi Adapter to connect your BioCharger NG to your wireless network. Benefits of using the USB WiFi Adapter are:

    - Wireless networks are widely available. In most cases, connecting your BioCharger NG via Ethernet is not a convenient option.

    - Connecting to a wireless network allows your BioCharger NG to be portable. If you have your BioCharger NG on a mobile cart, then you are able to easily move it to other locations within your home or facility as needed or desired.

Wireless Network Requirements

If you are unsure of any of the below information, please contact support.

The SSID (wireless network name) must be broadcast and not hidden. Only in customized setups will this be an issue. Wireless routers provided by your Internet Service Provider or retail wireless routers using default settings will not have hidden SSIDs.

- If you are using a white USB WiFi Adapter, you will see a bluish flashing light when it is connected to your wireless network. If the white USB WiFi Adapter does not have a flashing light, then your BioCharger NG is not connected to a wireless network. If you are using a black USB WiFi adapter, you will not see any light. You can confirm connectivity on the upper right hand side of your BioCharger NG LCD screen. To confirm if your BioCharger NG is connected to a wireless network, press the green dot in the upper right hand corner which will display a message. Either "internet available" or "internet unavailable".
- The security protocol must be WPA2-PSK. Typically, a customized setup is required to use something other than WPA2-PSK. WPA2-PSK is the common default security protocol used.
- We have experienced issues where we cannot connect the BioCharger NG to wireless routers that were manufactured prior to 2015. If your wireless router was manufactured prior to 2015, then you may need a newer wireless router if you cannot get your BioCharger NG connected to your wireless network.

While Advanced Biotechnologies, LLC does provide technical support for your BioCharger NG, it is the customer's responsibility to ensure a working Internet and/or wireless network are available.

It is also the customer's responsibility to ensure that the wireless network being connected meets the broadcast frequency requirements stated within this manual.

Web Browser Support

The steps outlined in the rest of this manual may require you to access your BioCharger NG or your myCloud account using a web browser. While we try to accommodate all web browsers, there may be times when the web browser that you are using may not work correctly. Below is a list of web browsers that are known to work with your BioCharger NG and your myCloud account:

- Chrome
- Safari
- Firefox
- Microsoft Edge (Internet Explorer is not supported)

Both desktop and mobile versions of these web browsers will work for accessing your BioCharger NG and your myCloud account.

Stand-Alone Option

Adding and removing recipes on your BioCharger NG will require your BioCharger NG to be connected to the Internet, and also requires you to login to your myCloud account.

However, once you are done adding and removing recipes to your BioCharger NG, the BioCharger NG can be disconnected from the Internet.

Advanced Biotechnologies, LLC recommends leaving your BioCharger NG connected to the Internet at all times. However, we realize that some of our customers relocate their equipment and there are other times when an Internet connection is simply not available.

Because of this, we want you to be aware that once the recipes have been loaded on to your BioCharger NG, you can run the recipes without being connected to the Internet.

Configuring Your WiFi Connection

This section will walk you through a step-by-step procedure on how to configure your BioCharger NG to your wireless network.

The steps outlined below assume that this is the first time that you are configuring your BioCharger NG to connect to a wireless network.

If this is not the first WiFi network ever you are connecting the BioCharger NG to, then you will likely need to perform the steps outlined in the Restore Default section of this manual first.

If you prefer, you can watch our YouTube video on how to configure your BioCharger NG to your wireless network. The video can be found here.

The step-by-step procedure is below:

1. The USB WiFi Adapter must be plugged in to the USB port on the base of your BioCharger NG before you power on.
2. Turn the BioCharger NG on with the power switch.
3. Once the BioCharger NG is fully booted up, go to a wirelessenabled device and connect to the WiFi network called "**biocharger_default**".
4. When prompted for the password for the "**biocharger_default**" network, enter in this password: **apassword** (all lowercase, no spaces)
5. Once your device is connected to the "**biocharger_default**" network, open a web browser.
6. In the address bar of your web browser, type in: **192.168.4.1** and press the enter key.
7. This should take you to a web page that looks like the LCD panel of your BioCharger NG.

8. Click on the **Setup** button.
9. Click on **WiFi Settings.**
10. Enter in the name of your wireless network (SSID) and your wireless network password. Both the SSID and password are case sensitive, so be careful when typing. Also note:

If your SSID has any spaces in the name, or any special characters, you will need to enter a backslash, which looks like this \, before each space OR special character.

- For example, if your SSID name is **Test-Network** then you would need to type it in as **Test\-Network** in the SSID field on the BioCharger NG setup screen.

If the password for your SSID has any special characters, you will need to enter in a blackslash, which looks like this \, before each special character.

- For example, if your password was something like **This is a Password**, then you would need to enter your password in like this: **This\ is\.a\Password**
- (You would add the \ in front of a space and/or before a special character).

Special characters are noted below:

$	@
^	`
'	|
%	;
.	~
	)
(	\
/	}
{	?
:	]
[	-
=	_
+	!
#	

11. Once you have your wireless network name and wireless password typed in, click the **Save** button
12. The webpage will not change and it will look like nothing happened.
13. Wait, and the LCD panel on your BioCharger NG should go black after a short period. The BioCharger NG should reboot automatically. If it reboots about 20 seconds after you clicked the Save button, then it should connect to your wireless network. If it takes between 45 to 60 seconds to reboot, then you will likely need to perform the Setup → Restore Default and try the above steps again. Please see the Setup Menu - Restore Default section of this manual for details.
14. Once the BioCharger NG boots up again, you should be connected to your WiFi.

If your BioCharger NG does not connect to WiFi, then, on the LCD panel of your BioCharger NG, you can touch Setup → Restore Default and try the above steps again. Please see the Setup Menu - Restore Default section of this manual for details.

Chapter 8

myCloud Orientation

You can view and learn everything about your myCloud account on our YouTube channel by visiting our [myCloud 2.x Orientation Playlist.]

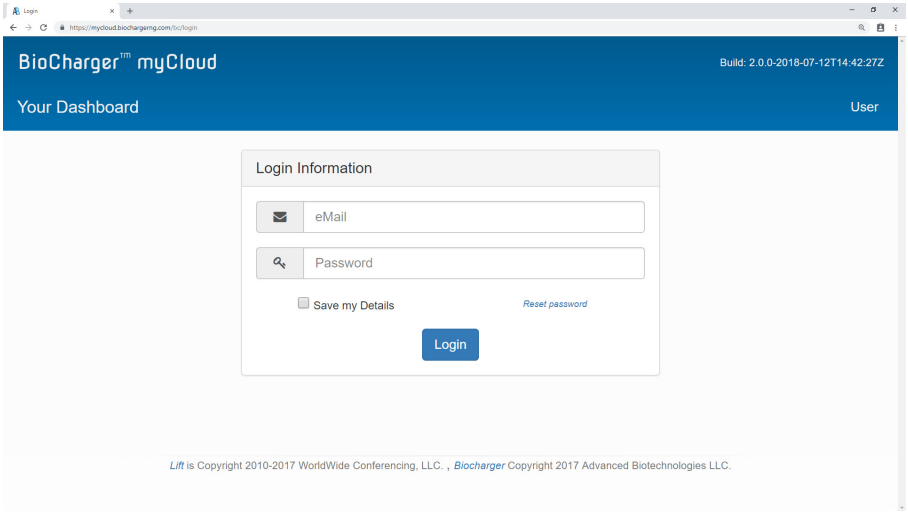
Before your BioCharger NG arrives, you should receive an e-mail from **mycloud@biocharger.com** containing your login credentials for your myCloud account.

If you do not have your login credentials for your myCloud account, you can obtain a new password by going to the link below and entering your e-mail address:

https://mycloud.biochargerng.com/bc/resetpassword

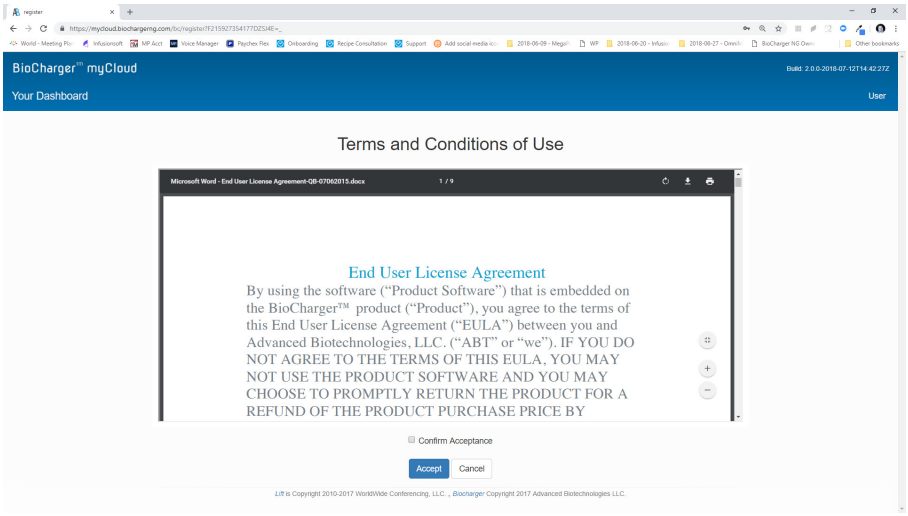
In this section, we will guide you through each section of the myCloud interface and explain what each part is and what it does.

1. Once you have your myCloud login credentials, the first thing to do is login to your myCloud account. Go to this website to login: https://mycloud.biochargerng.com
2. When you arrive to the above webpage, you will see a page like the one below:



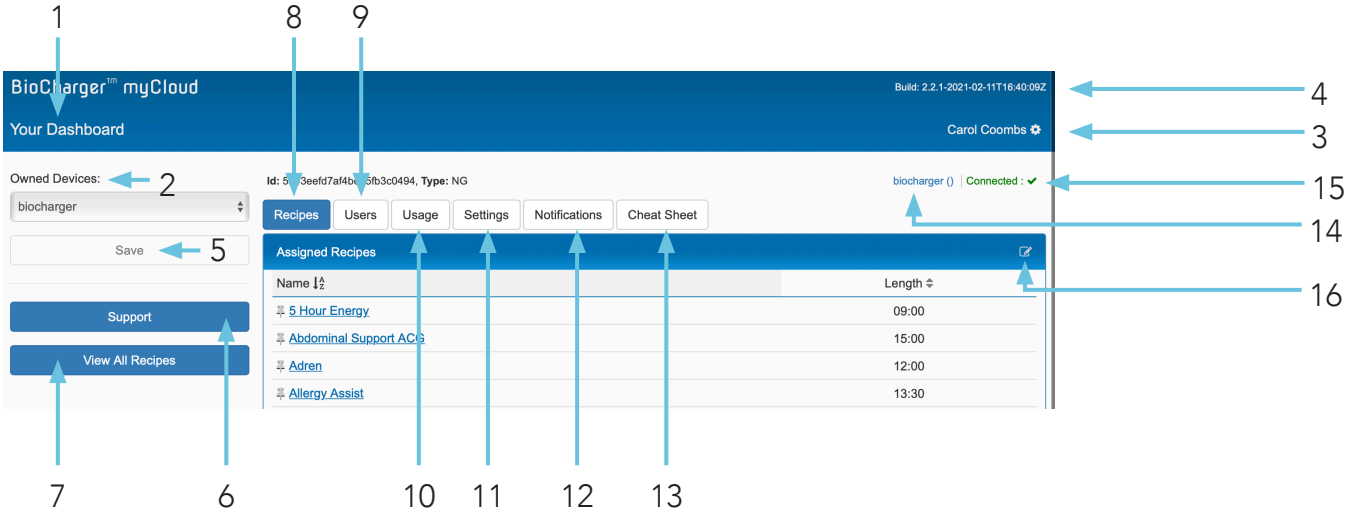
3. Enter in your e-mail address and password and click the **Login** button.

4. If this is your first time logging in to your myCloud account, then you will be presented with the Terms and Conditions of Use:



4. Read the agreement and then check the box for **Confirm Acceptance**, then click the **Accept** button

6. When you are in your myCloud account, you will be greeted with the main myCloud dashboard. This is the home screen you will see every time you login from this point forward.



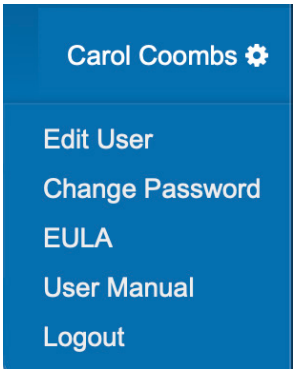
1	**Your Dashboard** You can always click on this link to get back to the main screen of your myCloud dashboard.
2	**Owned Devices** Video Link: myCloud 2.x Orientation - Owned Devices If you own more than one BioCharger NG, this drop-down menu will allow you to select which one you wish to manage.
3	**User Drop-Down Menu** Video Link: myCloud 2.x Orientation - User Drop-Down Menu You can click on your name and you will have options to edit your user information, change your password, read our End User License Agreement (EULA), download the latest version of this manual, or logout of your myCloud account.
4	**Build Version** This is the version of the myCloud software that is being used, along with the build date and time.
5	**Save Button** This button will turn red whenever you make a change in your myCloud account that has not been saved yet. Changes would included adding and removing recipes or making changes to your keypad settings.
6	**Support Button** Video Link: myCloud 2.x Orientation - Support Button The Support Button will take you to our Support page on our web site which includes access to a large amount of information in our knowledge base. On this page you can also submit a request to the support team.
7	**View All Recipes Button** Video Link: myCloud 2.x Orientation - View All Recipes Button This is where you access the recipe library. All available recipes will be listed here. This is where you go to search for recipes to load on to your BioCharger NG.
8	**Recipes Tab** Video Link: myCloud 2.x Orientation - Managing Recipes The list below this button will show you the recipes that are currently loaded on your BioCharger NG.

9	Users Tab Video Link: myCloud 2.x Orientation - Users Tab This will show you a list of users that you currently have setup on your BioCharger NG.
10	Usage Tab Video Link: myCloud 2.x Orientation - Usage Tab Here you can select a start and end date. You can generate a report that shows you which recipes were run on specific dates/times and which configured user ran them. This report may also be downloaded as a CSV file.
11	Settings Tab Video Link: myCloud 2.x Orientation - Settings Tab This is where you can adjust settings for the digital padlock on your BioCharger NG. You will be able to enable/disable the padlock, adjust the auto-timeout and set your own 4 digit unlock code to prevent unsafe use of the BioCharger NG by untrained persons.
12	Notifications Tab Video Link: myCloud 2.x Orientation - Notifications Tab This takes you to where you can see if there are updates or recipes that have not yet been downloaded/fetched to your BioCharger NG.
13	Cheat Sheet Tab Video Link: myCloud 2.x Orientation - Cheat Sheet Tab This is where you can print a list of the recipes that are currently loaded on to your BioCharger NG. The list will contain the name of the recipe, the run time and a short description.This will change as you add and remove recipes on the local device. This is a great feature for practitioners who have a dynamic recipe list and want to provide their clients with a printout of what they are currently offering.
14	BioCharger Web Interface This hyperlink will be available as long as the connected device that you are using is on the same local network as your BioCharger NG. This link will open a new tab in your web browser which will take you to your BioCharger NG dashboard controls.

15	**Connection Status** This is where you will see the status of your BioCharger NG's Internet connection. A green connected with a check mark means that your BioCharger NG is connected to the Internet. A red "waiting..." indicates that your BioCharger NG is not connected to the Internet.
16	**Add / Remove Recipes Button** Video Link: myCloud 2.x Orientation - Managing Recipes This is the button you click on to add and remove recipes from your BioCharger NG's local memory.

Username Drop-Down Menu

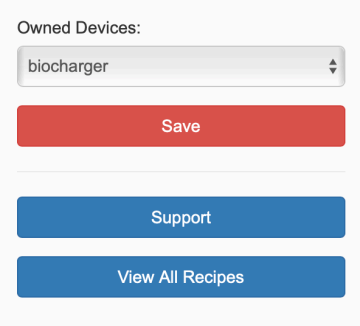
When you click on your name in the upper right hand corner, you will be presented with the options list below your name like this:



Edit User	This is where you can edit your user information. Most importantly, this is where you can change the email address that is used to login to your myCloud account.
Change Password	Here you can change the password that you use to login to your myCloud account.
EULA	Our End User License Agreement can be found here.
User Manual	The most current version of this manual will be located at this link under your username.
Logout	Click the Logout Button to logout of your myCloud account.

Save Button

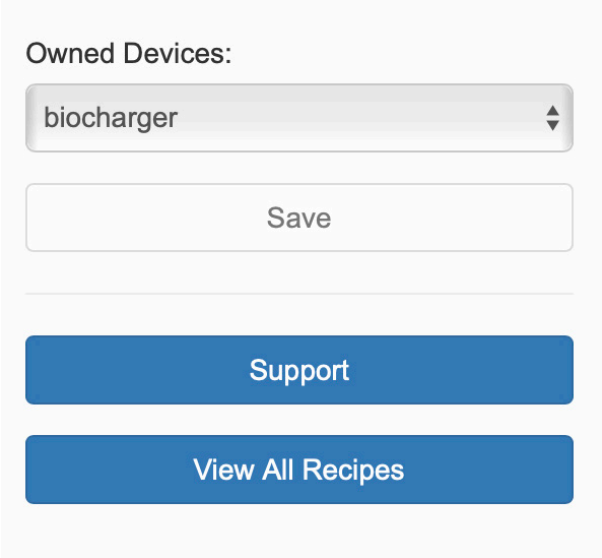
The Save Button will turn red whenever you make a change to your recipes, or when you make changes to your keypad settings:



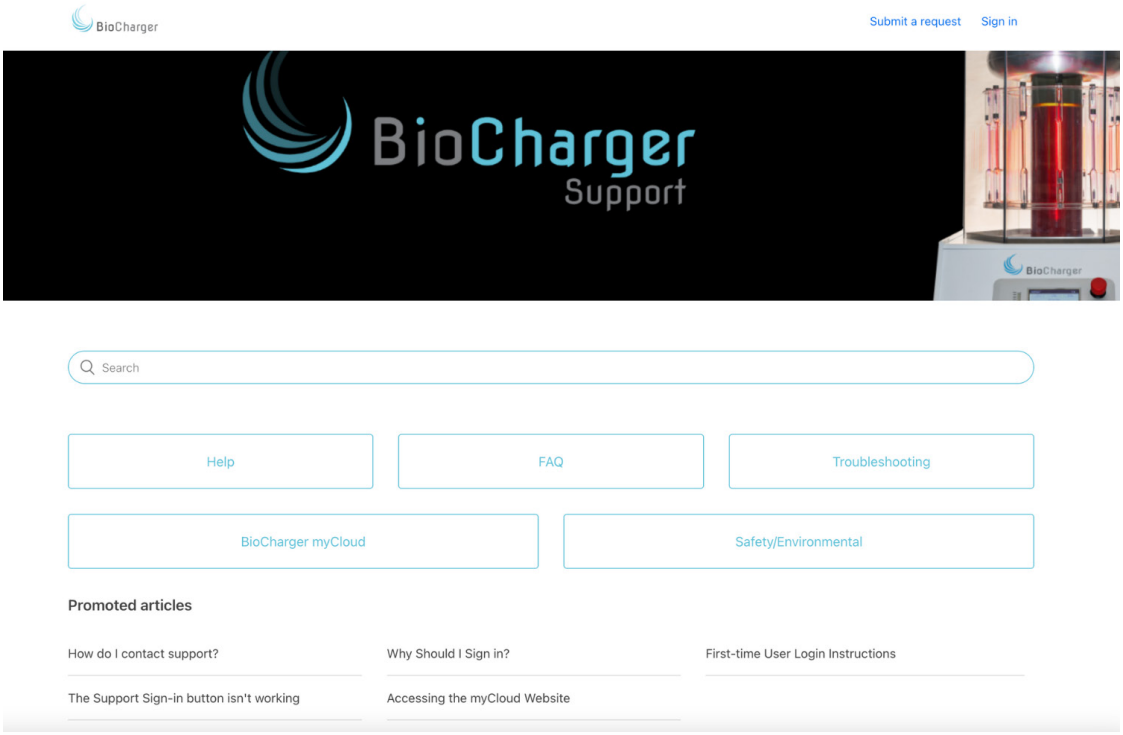
You will need to click the Save Button to make sure that any of the changes that you made in of your myCloud account are assigned to your BioCharger NG.

Support Button

The Support Button will take you to our Support page on our website, which includes a large amount of information in our knowledge base. On this page, you can submit a request to the support team as well. The Support Button is located on the left-hand side of your myCloud Dashboard, just under the Save Button.



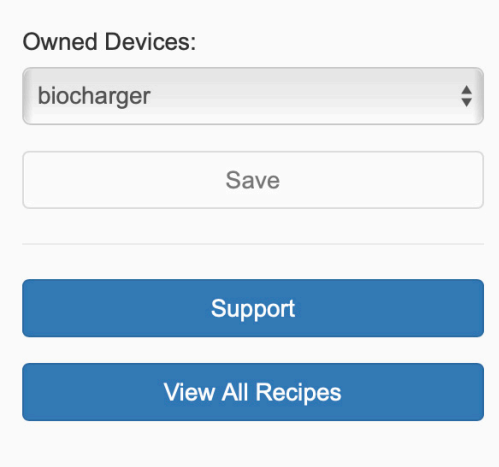
Once you click on the Support Button, you will be taken to a screen that looks like the one below:



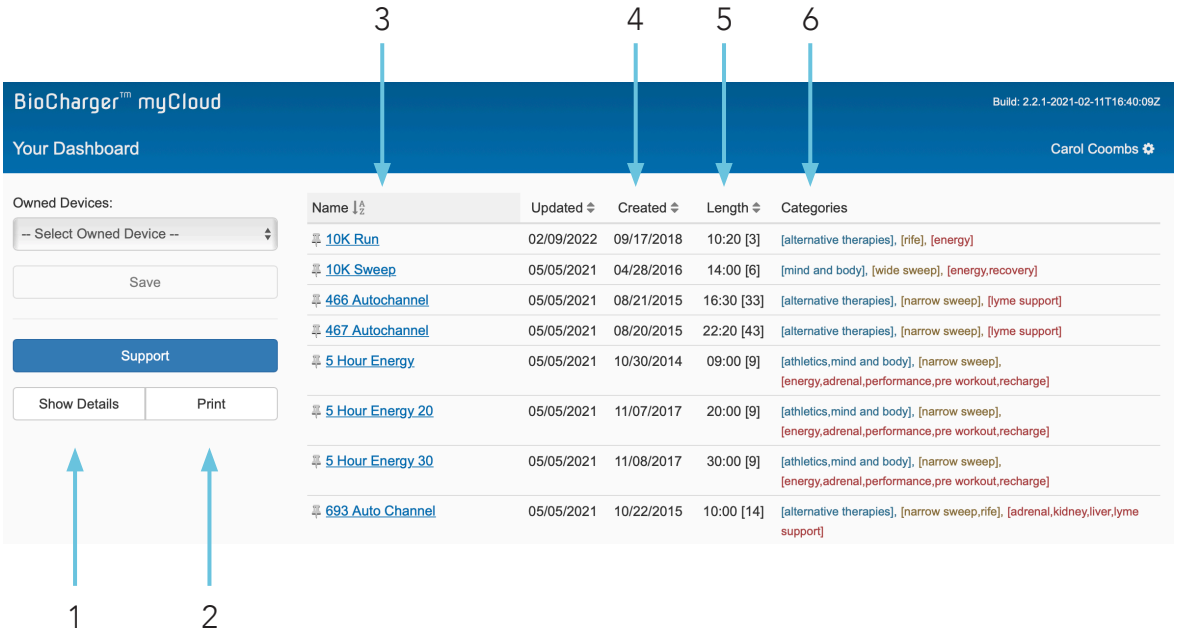
On the top right of the page, you will see Submit a Request. This is where you will go if you need help from our support team.

View All Recipes Button

The **View All Recipes Button** is where you will go to browse the recipes available in our recipe library. Accessing this section of your myCloud account will be easiest if you are using a laptop or desktop computer instead of a mobile device. The reason for this will be detailed later in this section. The **View All Recipes Button** can be located on the left-hand side of your myCloud account, just below the Support Button:



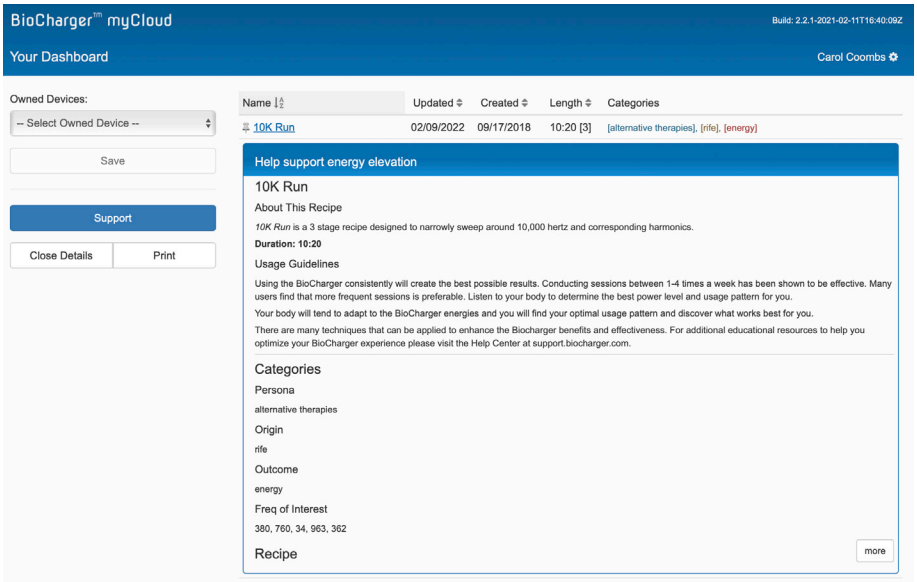
When you click on the **View All Recipes Button**, you will be taken to a screen like the one shown below:



1	**Show Details Button** Pressing this button will expand the details for all available recipes in our library.
2	**Print Button** Clicking this button will print whatever you are currently seeing inside of the View All Recipes section. This means that if you have clicked the Show Details button, and you are seeing all of the details of all of the recipes, then all of that information will be printed. Doing so could result in over 500 pages being printed, so click with caution.
3	**Name Column** This is the name of the recipe. You can also perform an alphabetical sort by clicking on this column heading itself.
4	**Created Column** This is the date that the recipe was created. This column is also sortable, so you can easily find out which recipes were recently released.
5	**Run time Column** You cannot sort by this column, but this shows you how many minutes and seconds the recipe will run.
6	**Categories Column** This column will list the different tags that have been applied to the recipe. These tags are associated with the persona, origin, and outcome filters that you can apply when you are managing the recipes for your BioCharger NG. See the Adding and Removing Recipes section for more details.

Recipe Details

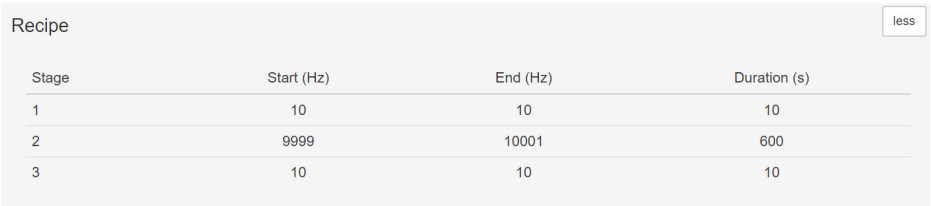
When you click on the **Show Details** button, the details of the recipe are expanded and you will see information similar to what is shown below.



Each recipe will have a short description, a run time, and suggested usage guidelines.

Recipe Stages

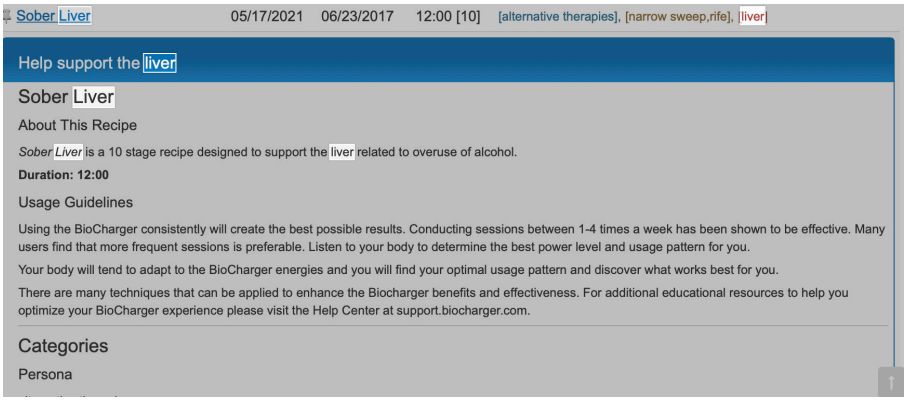
When you have the details of the recipes expanded, you will see a **More** button in the lower right hand corner of the recipe details window. When you click on the **More** button, it expands and shows you the frequencies that will be generated and the duration of each stage.



Researching Recipes

This section covers the best way to utilize the View All Recipes section to perform research on which recipes may be of interest to you. Performing research is easier when performed on a laptop or desktop computer.

1. From your main myCloud dashboard, click on the **View All Recipes** button
2. Once you are in the **View All Recipes** area, click the **Show Details** button
3. Once the details of all of the recipes have been expanded, you can use the find feature of your web browser to search for specific terms.
    - If you are on a Windows PC, you can press **CTRL + F** to access the find feature of your web browser.
    - If you are on a Mac, you can press **Command + F** to access the find feature of your web browser.
4. Once you have accessed the find function of your web browser, type in a term that you are searching. Below is an example of searching for "liver" using Google Chrome.



5. You can then use your browsers to find function to advance through the different locations where the term you are searching for appears.
6. Either select a recipe you want during the search, or make an off-line note to revisit the recipe later.
7. Once you are done performing your research, then you are ready to load those recipes on to your BioCharger NG. This is covered in the section below.

Adding and Removing Recipes

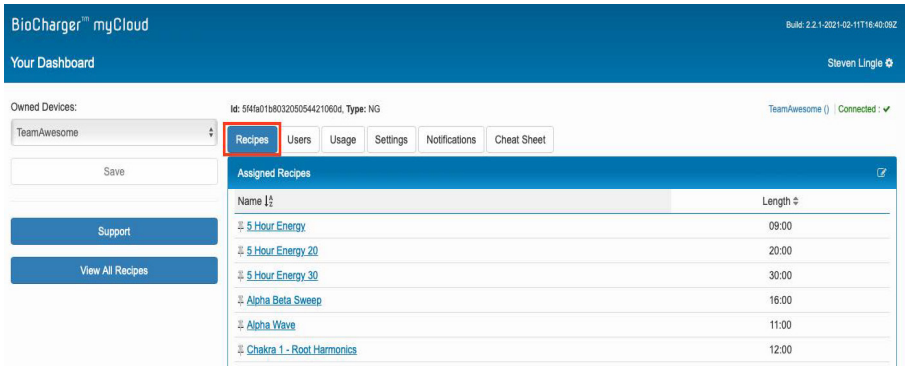
When you click the **Your Dashboard** link in the very upper left corner of the myCloud page, you will be taken back to your main myCloud dashboard screen.

Adding and removing recipes from your BioCharger NG is a 3-step process

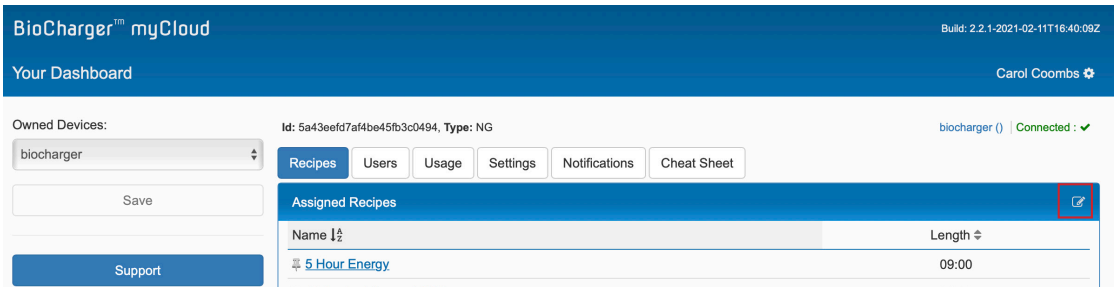
1. Assign and/or remove recipes
2. Save your changes
3. Download the recipes to your BioCharger NG

Step 1: Assigning and/or Removing Recipes

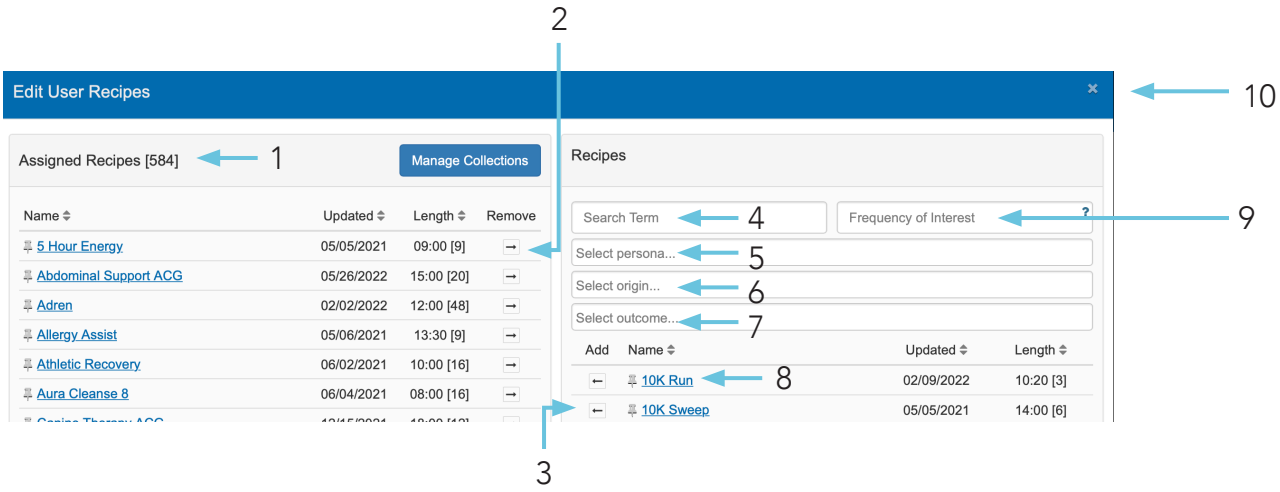
1. On the main myCloud dahboard page, you will see a blue tab labeled **Recipes**.



1. Just below the **Recipes** tab you will see a blue bar where it says **Assigned Recipes**. If you follow that blue bar all the way to the right, then you will see a pencil and paper icon.



3. Click on the pencil and paper icon to bring up the **Edit User Recipes** window. The elements of the window and the procedure for adding and removing recipes are detailed below.

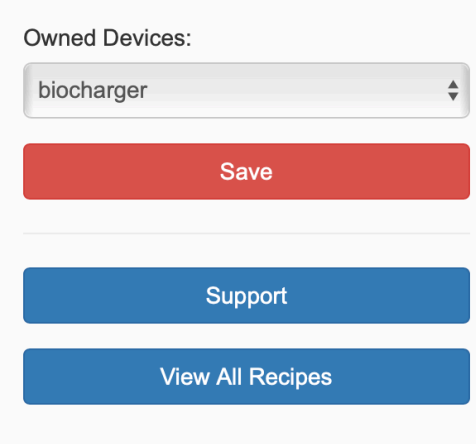


1	The first thing you will want to note is the number inside of the brackets. This number is the cumulative total of the number of stages that you have assigned to your BioCharger NG. **The maximum number of stages that can be loaded at any one time is 600 stages. If you attempt to assign a recipe that exceeds this limit, a pop-up window will appear informing you that the recipe was not assigned. You will need to remove recipes from your BioCharger NG to create space for the recipe that you are trying to add.**

2	This arrow button pointing to the right is used to remove a recipe from your BioCharger NG.
3	This button pointing to the left is used to assign or a recipe to your BioCharger NG.
4	You can enter in a search term in this box. For example, if you enter in *liver*, then only the recipes that are associated with the liver will be displayed.
5	The persona box is a filter that you can apply to your recipe search that will filter recipes that are targeted for: • athletics • mind and body • alternative therapies
6	The origin box is where you can filter recipes based upon their origins. Examples of this would be: Rife, Solfeggio, Lakhovsky.
7	The outcome box is where you can filter recipes based upon what part of the body you may be looking to support.
8	You can click on the recipe name to expand the details of that recipe.
9	By using the frequencies of interest box, you can search for a specific frequency or a frequency range. Entering one or more digits will search for matching frequencies starting with the digits that you enter. Entering one or more digits followed by * will perform a wildcard search. For example, to find a frequency within the range of 1000Hz to 1999Hz enter 1***. **Note:** There is a maximum of 5 digits that can be entered for searching frequencies of interest.
10	Once you are done assigning and/or removing recipes, you will want to click the blue **X** in the upper right corner to close the **Edit User Recipes** window. This will close the **Edit User Recipes** window and take you back to your main myCloud dashboard screen.

Step 2: Saving Your Changes

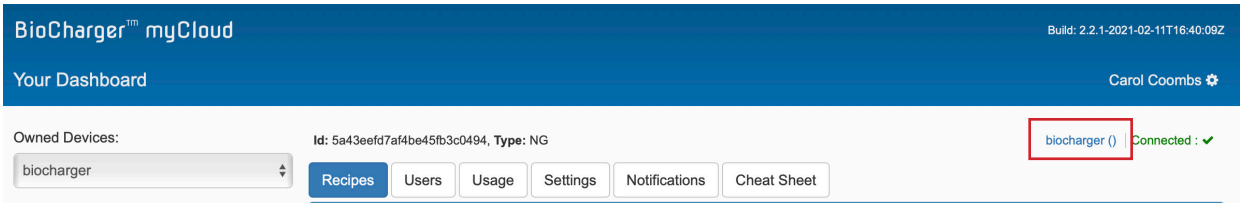
1. Once you are back on your main myCloud dashboard screen, you will notice that the **Save Button** has turned red:



2. Click the red Save Button to save your changes.

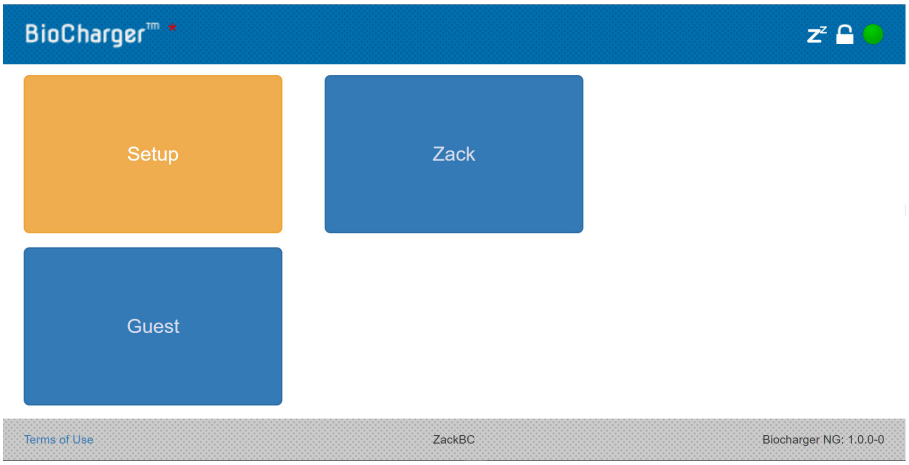
Step 3: Download the Recipes

1. 1. If your BioCharger NG is powered on and connected to the Internet, then in the upper right corner of your main myCloud dashboard screen, you should see a blue link to the left of where it says **Connected** in green. This opens the web interface.



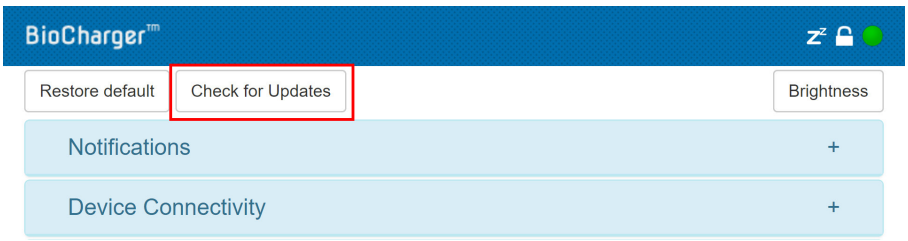
Your blue link may be named something other than what is noted in the above image.

2. Click on the blue link. This will open the web interface in a new tab in your web browser, and take you to the main screen of your BioCharger NG dashboard.
3. Click on the **Setup Button**.

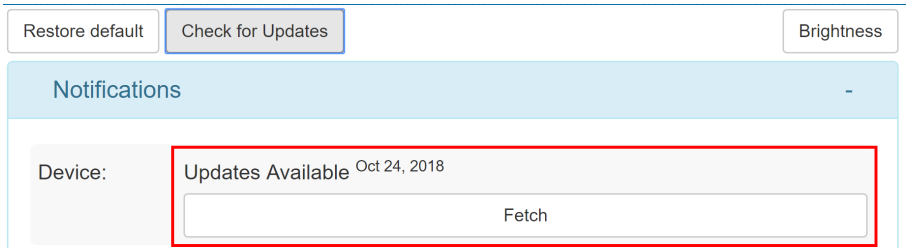


Your Setup Button may or may not be orange. If your Setup Button is an orange/gold color, as shown above, that means that you have an update from your myCloud account to download/fetch to your BioCharger NG.

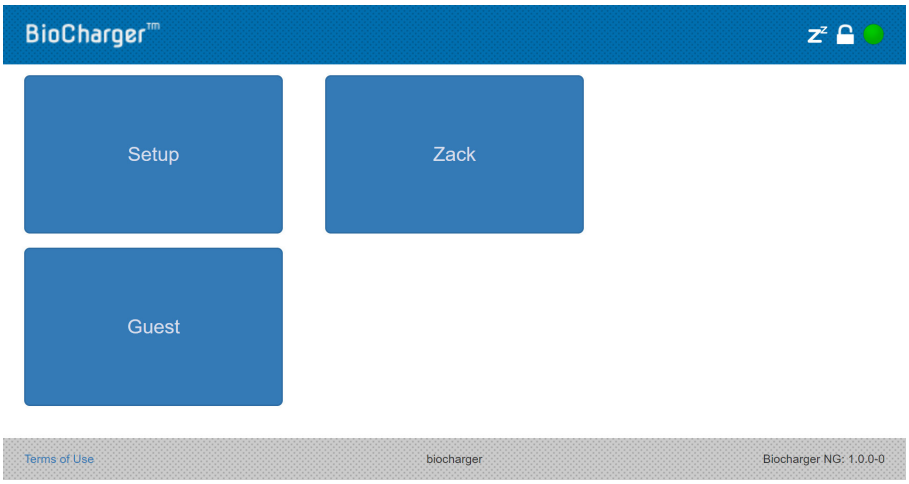
4. Once you have clicked your **Setup Button**, then click on the **Check for Updates** button



5. After a moment, your BioCharger NG should state that updates are available.



6. Click on the **Fetch Button** to download your recipes to your BioCharger NG.
7. Your BioCharger NG will then download your recipes, and the screen will refresh, and you will be taken back to the main BioCharger NG Dashboard screen:

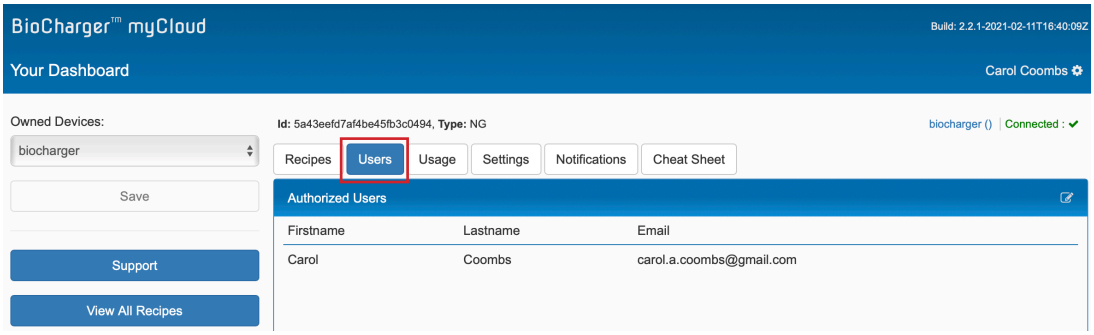


We know that you are excited to run the recipes that you just downloaded, and we're excited for you, too! We also want you to know about all of the myCloud features available to you. However, if you simply cannot wait, then jump to The BioCharger NG Dashboard section.

Users Tab

The next myCloud feature to discuss is the Users Tab. You will have to click on the **User Page** tab in your web browser to go back to your myCloud Dashboard:

Once you are back to your main myCloud Dashboard page, click on the **Users Tab**.



- The **Users Tab** is where you can see the different users that you have setup on your BioCharger NG.
- You can have up to four users total on your BioCharger NG.
- There are two reasons that you may want to have additional users on your BioCharger NG:
- Usage accounting - Your BioCharger NG will keep track of which recipes were run and who ran them. Usage is described in more detail in the next section on the Usage Tab.
- Favorites - If you have 30 to 40 recipes loaded on your device and you have 4 or 5 that are ones that you frequently use, you can set those 4 or 5 recipes as your favorites. Each user can have their own set of favorites.

The favorites are explained in more detail in the favorites section of the BioCharger NG dashboard section of this manual.

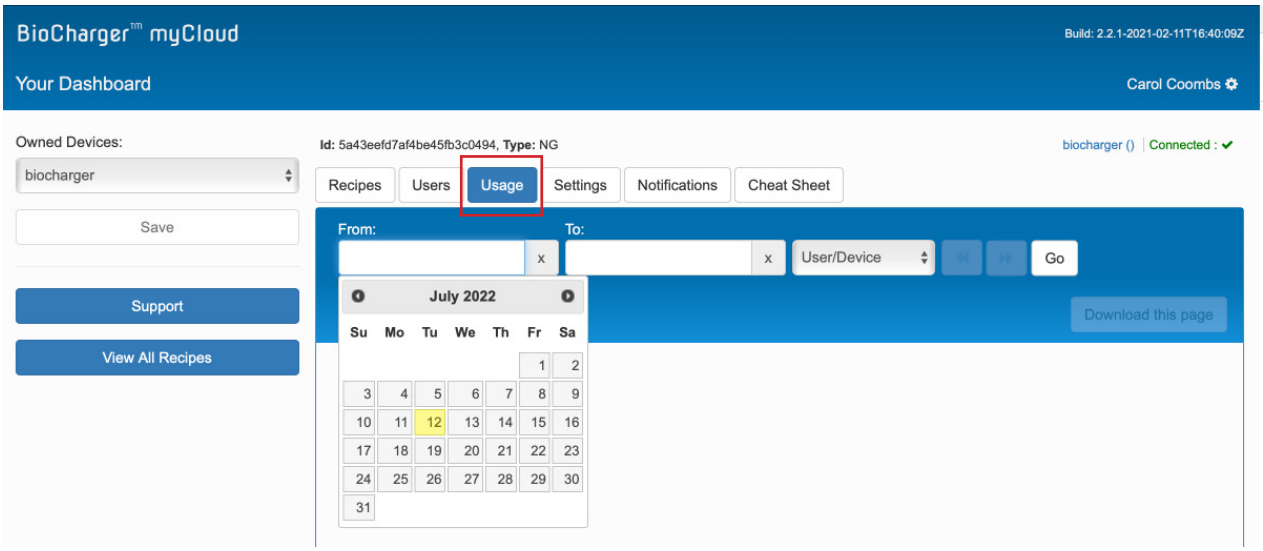
If you wish to have additional users set up on your BioCharger NG, you will need to contact our support team at support@biocharger.com and they will create the additional users for you.

Usage Tab

The **Usage Tab** is where you can go to generate a report to find:

- Which recipes were run.
- What date/time the recipes were run.
- Which user ran them.

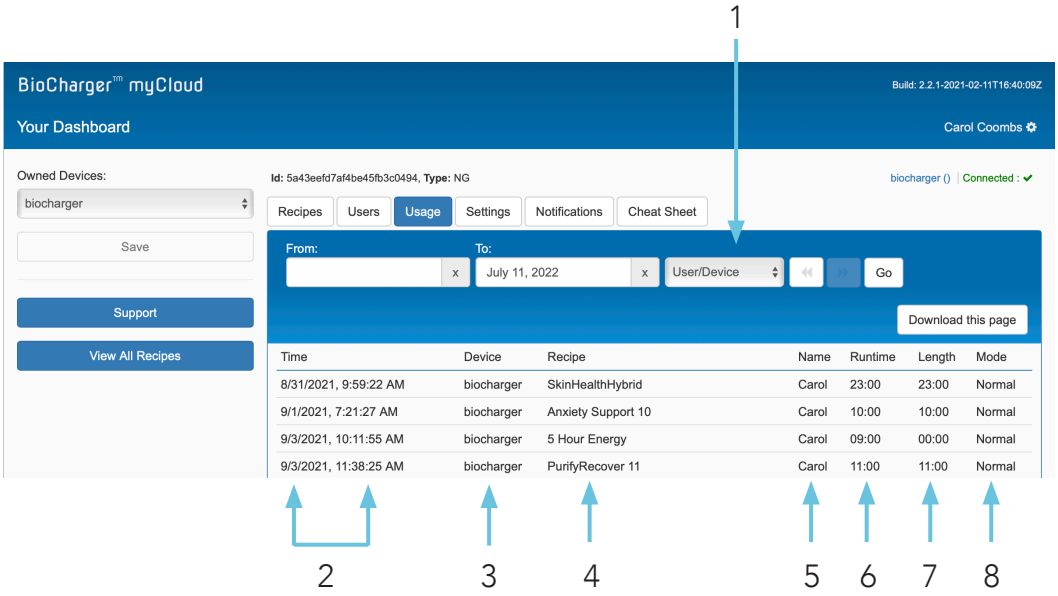
When you click on the **Usage Tab,** you will be taken to a screen that looks like the one below:



The below steps will show you how to generate a usage report:

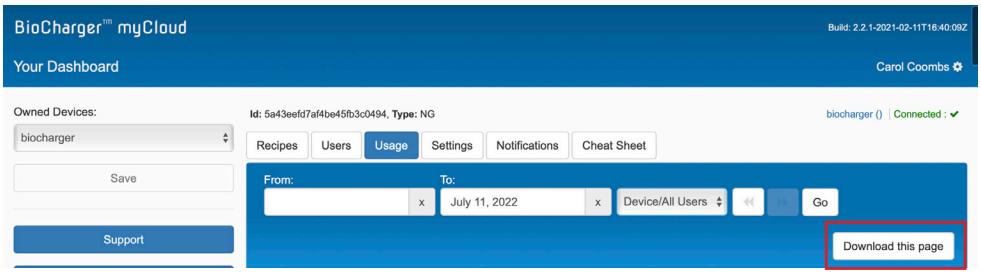
1. Click inside the first white box under for the **From** field. This will bring up a calendar, as shown above. Select the date you want to be the start date.

2. Do the same for the To field. This date will be the end date for the date range you are selecting.
3. Click the **Go** button off to the right.
4. Below is a sample report.



1	If you ever have a user that was, but is no longer, on your BioCharger NG - **or** - If you ever had a device that you no longer have, then this drop-down menu will allow you to select the appropriate parameters for searching the usage. **Leaving this at the default of User/Device is almost always what you will want to select.**
2	The date and time that the recipe was ran.
3	The name of the device that ran the recipe. This is useful for people who own more than one device.
4	The name of the recipe that ran.
5	The name of the user who ran the recipe.
6	The total run time of the recipe.
7	The total time that the recipe ran. This is useful to see if a recipe was stopped early for some reason.
8	The energy level that the recipe was run at (light, normal, or boost). Energy levels are explained in more detail in the User Tab section of this manual.

5. Once the usage report has been generated, you can click the download button and download the usage report as a CSV file, if that interests you.



Settings Tab

If your BioCharger NG will be in an environment where you would like to prevent unauthorized running of recipes, then you will be pleased to know that you can digitally lock your device.

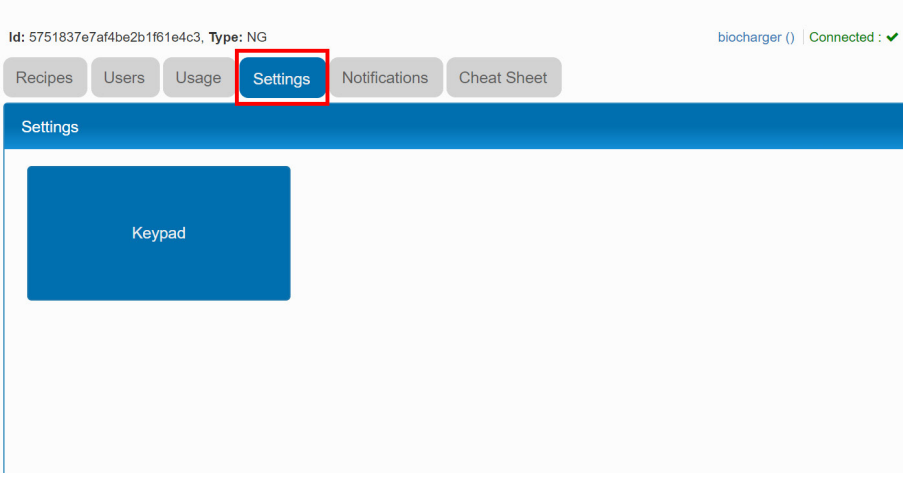
The **Settings Tab** below is directly related to the Padlock that is located in the upper right corner of your BioCharger NG.

Making changes to the **Keypad Button** is just like adding and removing recipes in the sense that it is a 3-step process. You first make changes with the keypad. Then the Save Button will turn red and you must click it to save your settings. Lastly, on your BioCharger NG, you will have to go to your Setup Button and perform a Check For Updates and **Fetch** those updates to your device.

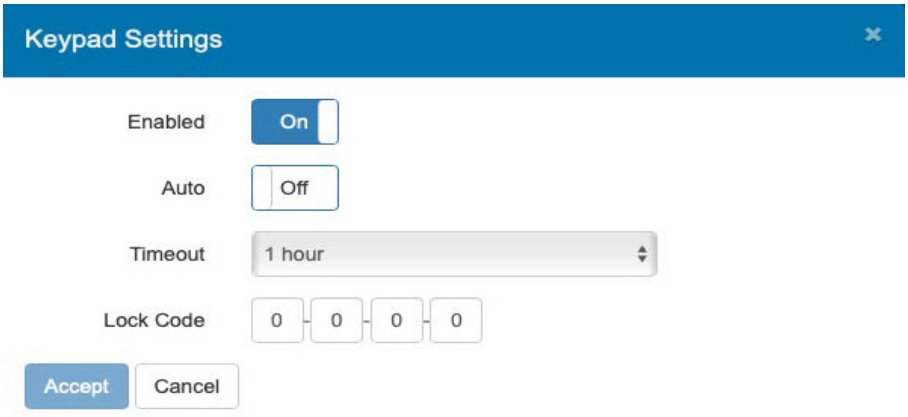
When you lock your BioCharger NG, the banner along the top of your main BioCharger NG dash-board will turn red. When your BioCharger NG is locked, you can press any User Tab and it will bring up a keypad window where you enter in a 4 digit unlock code. The default unlock code is: **0000**.

Below are the steps you can follow to adjust the settings for locking your BioCharger NG:

1. When you select the **Settings Tab**, you will see a screen like the one below:



2. When you press the **Keypad Button**, you will see a pop-up window like the one below:



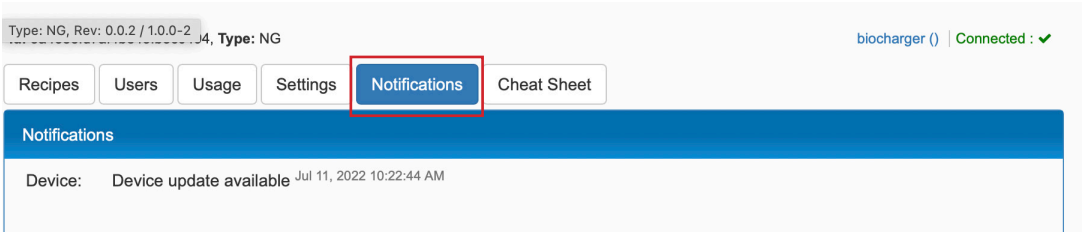
Enabled	This setting has two options: **On:** This will add the digital padlock to your BioCharger NG. **Off:** This will remove the digital padlock from your BioCharger NG.
Auto	This setting has two options: **On:** This will enable the auto-lock feature. You will need to select a timeout settings from the drop down menu below. After the specified timeout, your BioCharger NG will automatically lock. **Off:** When set to off, you will need to manually press the Padlock on your BioCharger NG to lock it.
Timeout	The time out drop down menu allows you to select from these timeout options: • 1 minute • 5 minutes • 30 minutes • 1 hour • 2 hours If you select the 1 minute option, then once a recipe is done running, then your BioCharger NG will automatically lock.
Lock Code	This is where you can set your own 4 digit unlock code. The default unlock code is: **0000**.

3. Once you have set the settings you want for your Padlock then you can click the **Accept Button**.
4. You will notice that the Save Button off to the left has turned red, click the Save Button to save your keypad settings.
5. On your BioCharger NG, go to the Setup Button. Then click the Check For Updates button in the upper left corner. Lastly, click the **Fetch** button and this will download the changes you made for your Padlock.

Notifications Tab

Updates and fetched recipes can we found in the **Notifications Tab**. Both can be downloaded and applied to your BioCharger NG.

If you have an update that has not been fetched to your BioCharger NG, then it will appear like it does below:



If you have any items listed under the **Notifications Tab**, then you will need to go to the Setup Button on your device. Then, click the Check For Updates button in the upper left hand corner. Lastly, click the **Fetch** button to download and apply the update.

Cheat Sheet Tab

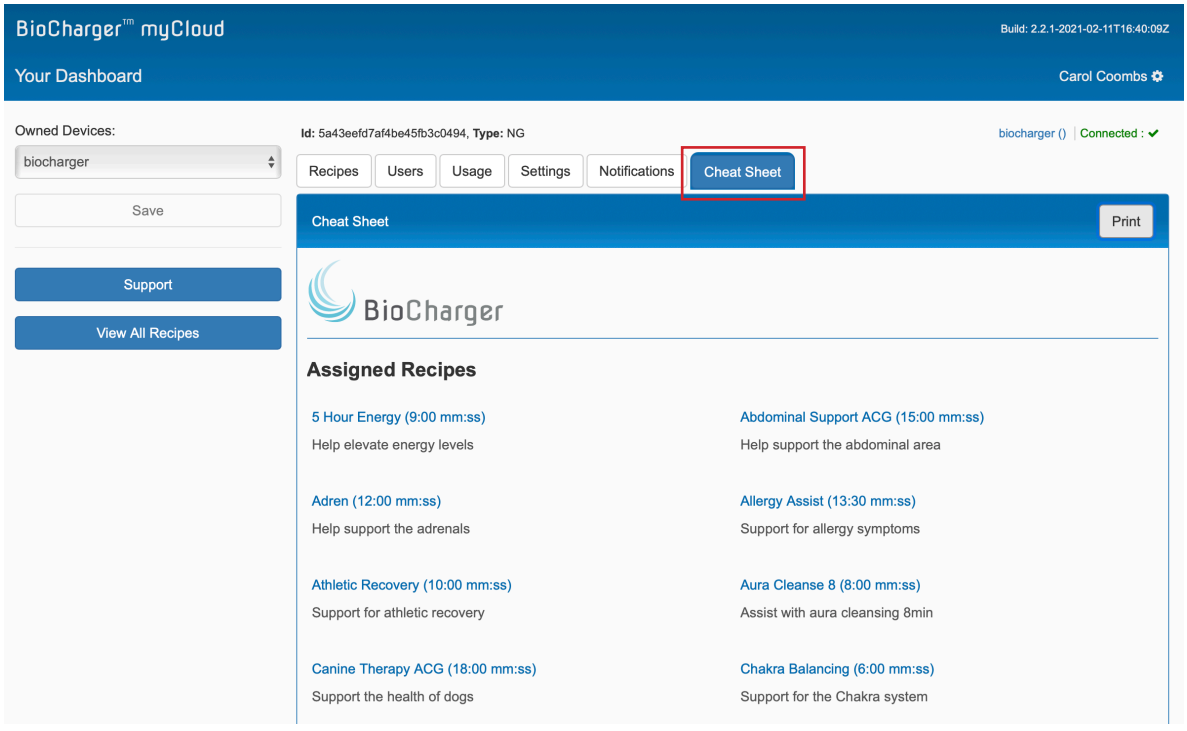
The **Cheat Sheet Tab** is where you can print a list of recipes that are currently loaded on your BioCharger NG. The **Cheat Sheet** will show:

- The name of the recipe
- The runtime of the recipe
- A short description of the recipe

The **Cheat Sheet** will update each time you add and/or remove recipes from your BioCharger NG.

The idea behind the cheat sheet is to allow you to print a list of recipes that you currently have available. As you change the recipes on your BioCharger NG, you can print a new **Cheat Sheet**.

An example of what the **Cheat Sheet** looks like is below:



Below is an example of what the printed version of the **Cheat Sheet** would look like:

BioCharger

Assigned Recipes

5 Hour Energy (9:00 mm:ss)
Help elevate energy levels

Abdominal Support ACG (15:00 mm:ss)
Help support the abdominal area

Adren (12:00 mm:ss)
Help support the adrenals

Allergy Assist (13:30 mm:ss)
Support for allergy symptoms

Athletic Recovery (10:00 mm:ss)
Support for athletic recovery

Aura Cleanse 8 (8:00 mm:ss)
Assist with aura cleansing 8min

Canine Therapy ACG (18:00 mm:ss)
Support the health of dogs

Chakra Balancing (6:00 mm:ss)
Support for the Chakra system

Cowboys - Post Workout (9:30 mm:ss)
Designed for accelerated recovery after any intense workout

Default (14:00 mm:ss)
Support for overall health and well-being

Chapter 9

The BioCharger NG Dashboard

The BioCharger NG Dashboard is the screen that allows you to operate your BioCharger NG and perform important utility functions.

The BioCharger NG Dashboard can be accessed two different ways:

1. Via the LCD panel on the unit itself.
2. Via the web interface. Logging in to your myCloud account from any device that can run the latest versions of Chrome, Firefox, Safari, or Microsoft Edge. **NOTE:** Internet Explorer may work, but is **not** officially supported.

The LCD panel and the web interface allow you to access the same features and perform the same functions.

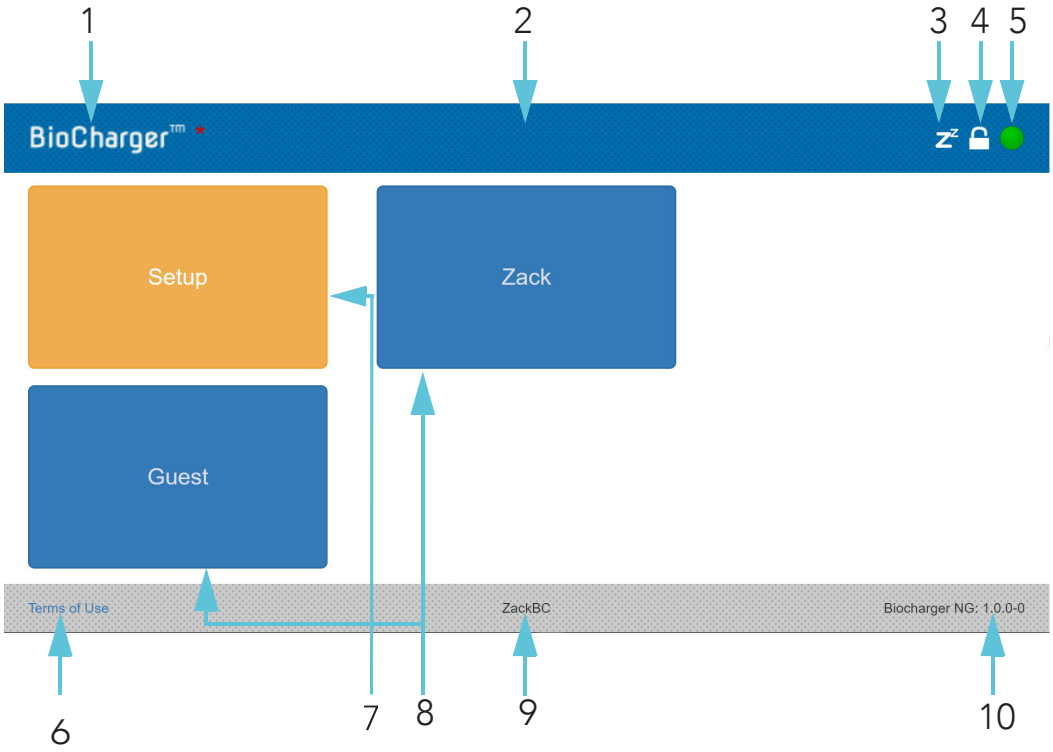
The only thing you cannot do on the LCD panel is type in information since there is not an on-screen keyboard available with the LCD panel.

There are only two areas that require keyboard input via the web interface; the Device Name and WiFi Settings. These two items are discussed in more detail in the following pages.

The following pages will guide you through the various settings, information, and operations that are available to you via the BioCharger NG dashboard.

Main Screen

Below is a diagram of the **Main Menu** of the BioCharger NG Dashboard. Below the **Main Menu** diagram are descriptions of what each item is and what it does.



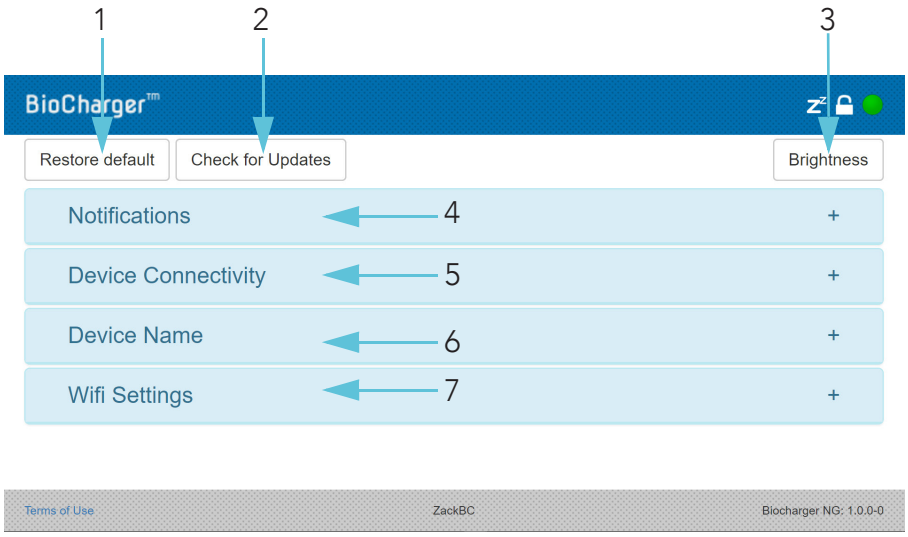
1	**BioCharger NG Logo** You can always press on the BioCharger NG logo to get back to the **Main Menu** of your dashboard.
2	**BioCharger NG Dashboard Banner** This will remain blue when the BioCharger NG is unlocked, and will turn red when the BioCharger NG is locked. To learn the difference between these two states, please see the **Padlock (#4)** below.
3	**Status Indicator** When the BioCharger NG is not running a recipe, this indicator will show "Zz" indicating that the BioCharger NG is idle. When the BioCharger NG is running a recipe, this indicator will change to a running person icon.
4	**Padlock** This icon can be pressed to lock the BioCharger NG. When the BioCharger NG is locked, the BioCharger Dashboard Banner (2) will turn red. Also, the user buttons (8) will not be accessible until an unlock code is entered. To learn more about the unlock code, see the Settings Button section of this manual.

5	**Internet Indicator** Pressing on the green dot will show either a message stating "Internet Available" or "Internet Unavailable." This is an easy to way see if your BioCharger is connected to the Internet.
6	**Terms of Use** This will display the Terms of Use for your device. You can then press the **BioCharger Logo #1** in the upper left corner to return to the **Main Menu** screen.
7	**Setup Button** The Setup Button is where you will go to fetch recipes and other updates to your device. If your Setup Button is an orange/gold color, as shown above, that means that you have an update from your myCloud account to download/fetch to your BioCharger NG. The Setup Button is explained in more detail in the Setup Button section following this section of this manual.
8	**User Tab** The **User Tab** is where you will go to run a recipe on your BioCharger NG. The User Tab is explained in more detail in the User Tab section of this manual. When you assemble and power on your BioCharger NG for the very first time, you will not have your own **User Tab** displayed. The first time you perform a **Check for Updates** and Fetch the update, that will download and setup your user button for you. See the Setup Menu - Check for Update section for more details.
9	**Device Name** This is the name of your BioCharger NG unit. To learn how to set the **Device Name** of your unit, please see the Device Name section of this manual.
10	**Software Version** This is the version of the software that the BioCharger NG is running. This is for informational and diagnostic purposes only. Advanced Biotechnologies, LLC will contact you if and when a software update to your BioCharger NG is required or recommended. This software version is *different* and *separate* from the myCloud software version.

Setup Button

The Setup Button is where you will go to perform updates to your BioCharger NG, adjust various settings to your device, and find network diagnostic information.

Below is a diagram of the Setup screen of the BioCharger NG Dashboard.



1	**Restore Default** This button is **ONLY** used for restoring your BioCharger NG to its factory WiFi settings. More details are provided in the Setup Menu - Restore Default section of this manual.
2	**Check for Updates** This button is used to fetch changes that you have made in your myCloud account. More details are provided in the Setup Menu - Check for Updates section of this manual. If a user is added, you will also have to check for updates and fetch changes.
3	**Brightness** This button is used to change the brightness level of the LCD panel on your BioCharger NG.

The BioCharger NG Dashboard

4	**Notifications** The Notifications section is where you will see information regarding updates that need to be fetched, or usage entries that may need to be synced to your myCloud account. More details are provided in the Setup Menu - Notifications section of this manual.
5	**Device Connectivity** The Device Connectivity section provides technical details regarding the network connectivity of your BioCharger NG. More details are provided in the Setup Menu - Device Connectivity section of this manual.
6	**Device Name** The **Device Name** section is where you can name your BioCharger NG. The LCD panel does not provide an on screen keyboard. You can only type in the Device Name when accessing your BioCharger NG via the web interface.
7	**WiFi Settings** The **WiFi Settings** is where you can enter in the SSID (wireless network name and the password for your wireless network. The LCD panel does not provide an on screen keyboard. You can only type in the Device Name when accessing your BioCharger NG via the web interface.

The BioCharger NG Dashboard

Restore Default Button

When you press the Restore Default Button on your BioCharger NG, you will be presented with a pop-up window that states:

Clicking 'OK' will:

- Reset WiFi to default Access Point
- Reset device name to 'biocharger'

Click 'OK' to continue

The above message means:

1. Any WiFi settings that you have applied to your BioCharger NG will be erased and the factory default WiFi settings will be restored. If your BioCharger NG is currently connected to a wireless network, it will ***no longer be connected*** after pressing the OK button on this window. If you need help configuring your BioCharger NG to connect to your wireless network, please see the Configuring Your WiFi Connection section for detailed steps on how to properly configure your unit to connect to your wireless network.

If you previously named your BioCharger NG under the Setup Menu - Device Name section, then your device name will be erased and your unit will be given the name of "**biocharger.**" You will need to access your BioCharger NG via the web interface to rename your unit. If you need help renaming your BioCharger NG, please see the Naming Your BioCharger NG section of this manual.

During your initial onboarding with us, we will help you configure and connect your BioCharger NG to your WiFi network.

Only if you require your BioCharger NG to be connected to a new or different wireless network, would you need to press the Restore Default button. This allows you to connect to the BioCharger NG's access point to configure it for the new wireless network.

Check for Updates Button

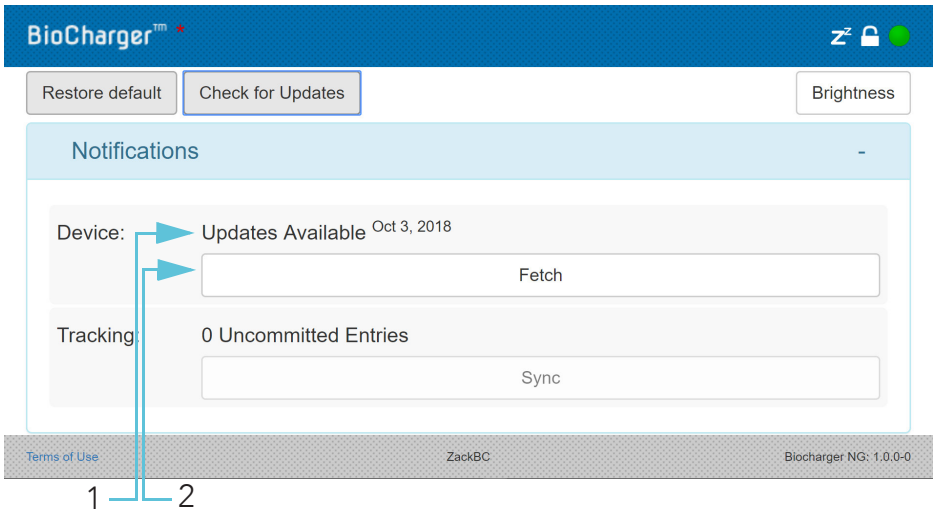
There are three things in your myCloud account that you can change that would require you to use the Check for Updates Button on your BioCharger NG.

Those three items are:

1. Adding or Removing recipes.
2. Adjusting the keypad settings for the padlock on your BioCharger NG.
3. If you have a new user added to your myCloud account.

The above items are covered in more detail in their respective sections of this manual.

On the next page is a diagram of the **Check for Updates** process.



1	When you press the Check for Updates Button your BioCharger NG will check into your myCloud account. If updates are available, then you will see a message stating **Updates Available** and the date that the updates were made.
2	To download and apply the updates to your BioCharger NG, you will need to press the **Fetch** Button. Once you have pressed the **Fetch** Button, the updates will be downloaded and applied, and your screen will refresh and take you back to the **Main Menu** of your BioCharger NG.

Notifications Button

The **Notifications** section is where you can go to check on two pieces of information:

1. Updates
2. Uncommitted entries

Updates were covered in the previous section of this manual.

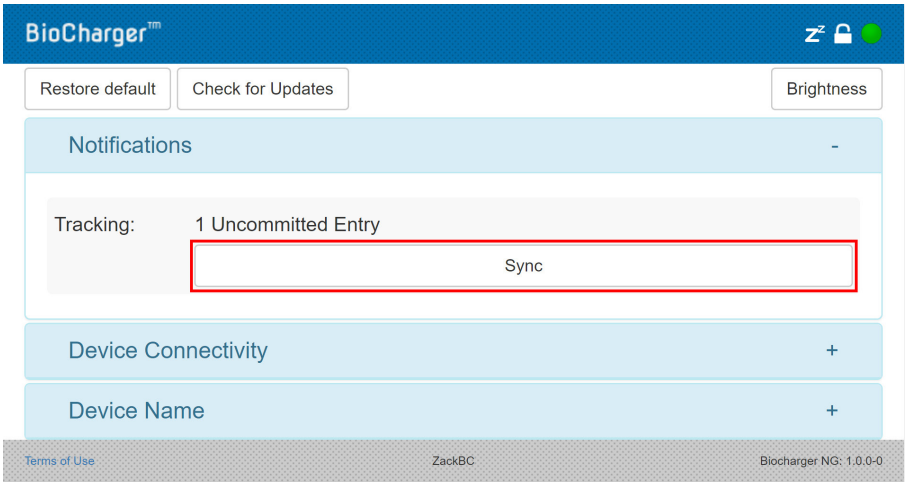
Uncommitted entries are usage logs that have not been synchronized to your myCloud account and are being locally stored on your device.

Your BioCharger NG is able to store up to 50 uncommitted entries. After that, it will overwrite the oldest entry first, and continue to overwrite entries until you perform a sync.

Your BioCharger NG should automatically upload your usage logs to your myCloud account after each recipe is ran. However, there may be reasons why it is unable to, and that is why it would store them locally.

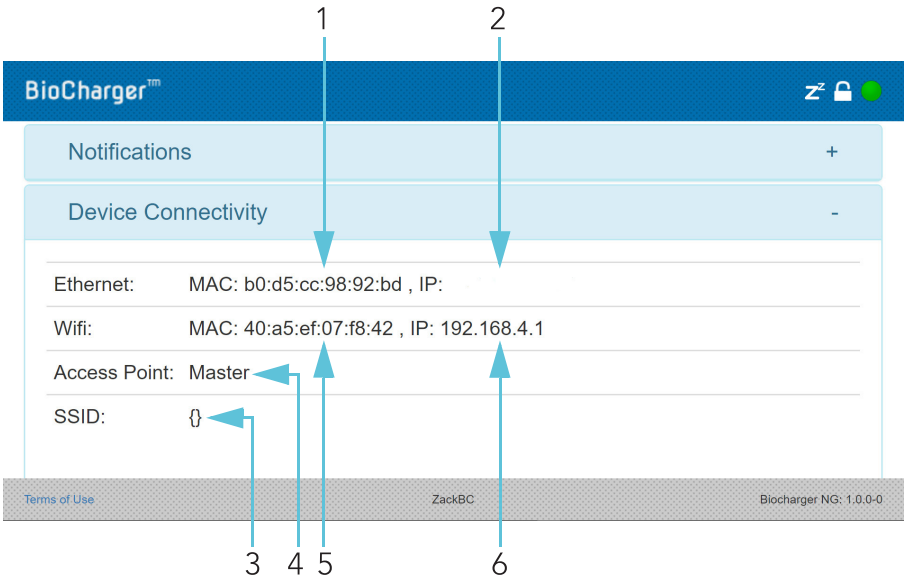
Uploading usage logs to your myCloud account requires your BioCharger NG to be connected to the Internet.

If you see that your BioCharger NG has uncommitted entries, you can force the upload of those usage logs to your myCloud account by pressing the Sync button shown below.



Device Connectivity Button

The **Device Connectivity** area provides technical details regarding the network connectivity of your BioCharger NG. Below is a diagram of how your BioCharger NG will look when you first get it **OR** when you perform a [Restore Default Button Procedure]:



1	This is the MAC address of the built-in Ethernet port of the BioCharger NG.
2	If you connect your BioCharger NG via Ethernet, then the IP address of your Ethernet connection will appear here.
3	If you have configured your BioCharger NG to connect to your wireless network, then your network name will appear here. **At the time of this writing, the BioCharger NG will truncate the SSID displayed if there is a non-alphanumeric character or a space in the name.** **For example, if your wireless network name is "On Top" then the BioCharger NG will only display "On" even though it is connected to your wireless network.**

4	There are two modes that the Access Point will be in: **Master:** If the Access Point is displaying Master, then your BioCharger NG is in its original state, like when it was first shipped to you. This means that your BioCharger NG is not configured to connect to your wireless network. You will have to perform the steps outlined in the Configuring Your WiFi Connection section to properly configure your BioCharger NG to connect to your wireless network. **Managed:** If the Access Point is displaying **Managed**, then your BioCharger NG is configured to connect to a wireless network.
5	This is the MAC address of the USB WiFi adapter. The MAC address of the USB WiFi adapter will not be displayed if your BioCharger NG has been configured to connect to a wireless network, but unable to obtain an IP address. An error obtaining an IP address is typically due to incorrect WiFi settings being applied. This means that the SSID and/or the WiFi password are incorrect. Please see the Configuring Your WiFi Connection for detailed steps on how to properly configure your BioCharger NG to connect to your wireless network.
6	If your BioCharger NG is properly configured and connected to your wireless network, then the WiFi IP address will be displayed here. If you see an IP address of **192.168.4.1**, that means that your BioCharger NG is in its default setup mode and will need to be configured to connect to your wireless network. Please see the Configuring Your WiFi Connection for detailed steps on how to properly configure your BioCharger NG to connect to your wireless network.

Naming Your BioCharger NG

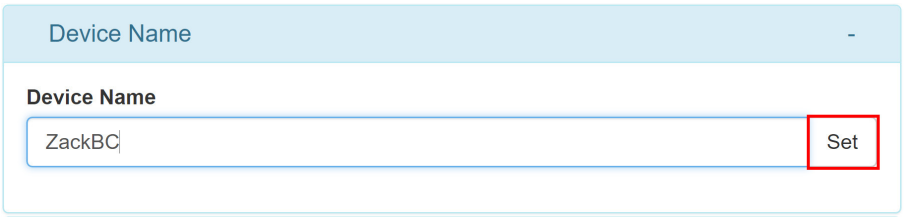
Below are steps that you can use to name your BioCharger NG:

1. Follow steps 1 through 3 detailed in the Download the Recipes section.
2. Once you have clicked on the **Setup Button**, click on the **Device Name** button.
3. Type in the name that you would like to call your BioCharger NG.

You can use upper and lowercase letters, numbers, and a hyphen in the name.

No other special characters are allowed in the **Device Name**.

4. Once you have typed in the name you want, click the **Set Button** to the right.



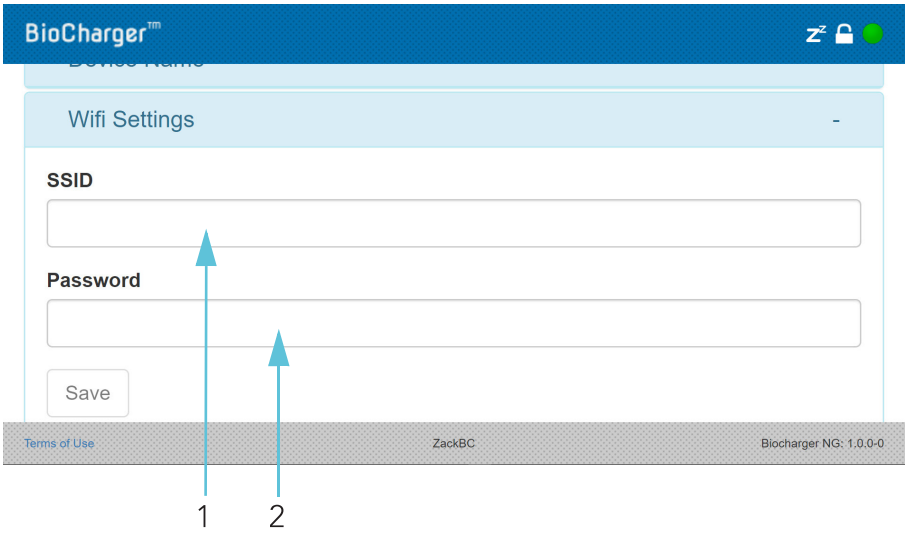
Once you have named your BioCharger NG, the blue link inside of your myCloud acocunt will change to the name that you named your BioCharger NG.

It will take a few minutes for this name change to appear inside of your myCloud account.

WiFi Settings

WiFi Settings is where you will enter your wireless network information to configure your BioCharger NG to connect to your wireless network.

Below is a diagram of the **WiFi Settings** menu:



1	This box is where you put your wireless network name.
2	This box is where you would type in your wireless network password.

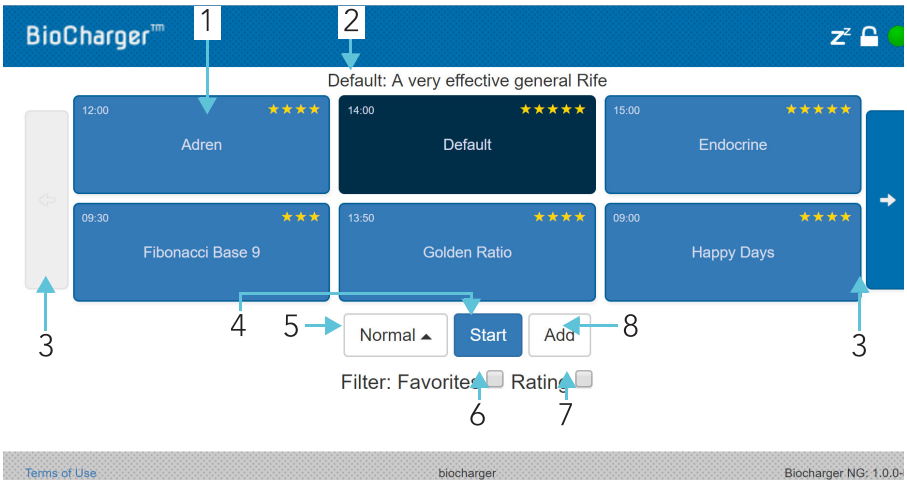
You will need to access your BioCharger NG via the web interface to type in your wireless network information.

You cannot enter in the wireless information via the LCD panel.

Please see the Configuring Your WiFi Connection section of the Owner's Manual for detailed steps on how to properly configure your BioCharger NG to connect to your wireless network.

User Button

When you click on any **User Button** on your BioCharger NG, you will be taken to a screen where you can select a recipe to run. You will see a screen like the one below:

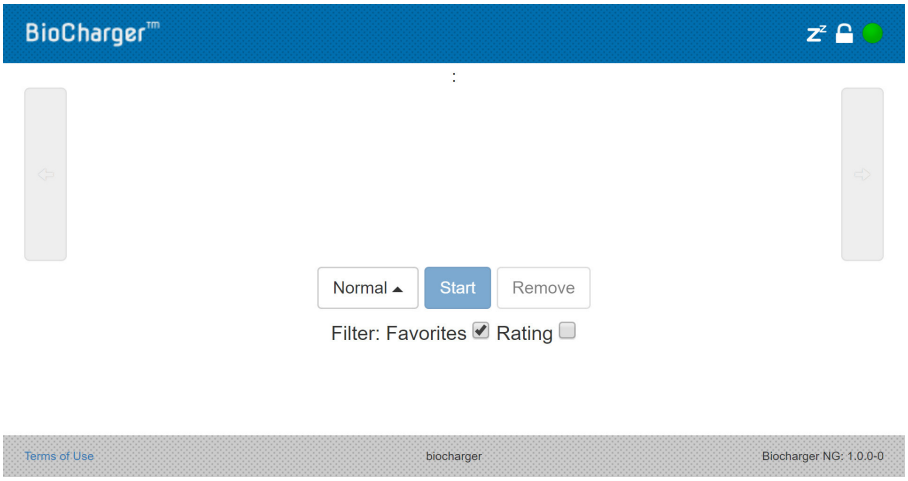


1	**Recipe Button** Press the Recipe Button to select a recipe. Once a recipe is selected, the button will turn dark blue. You will notice above that the Default recipe is the recipe that is currently selected. In the upper left corner of the Recipe Button, you will see the runtime of the recipe. In the upper right corner of the Recipe Button, you will see the rating of the recipe.
2	A short description of the recipe will be displayed along the top.
3	**Navigation Buttons** When you have more than six recipes loaded onto your BioCharger NG, the navigation buttons will turn blue. The navigation buttons are used to page through the recipes that you have loaded onto your BioCharger NG.

4	**Start Button** When you are ready to run the selected recipe, press the Start Button. A confirmation window will appear confirming that you are ready to run the recipe. Simply select Yes to start the recipe.
5	**Power Level Menu** You have the option to change the power level/intensity of the recipe. The options to choose from are: • Light • Normal • Boost Some individuals may need to start off on the light power level and gradually work their way in to the normal or boost power levels.
6	**Favorites Checkbox** When this box is checked, you will only see your favorites. **If you do not have any favorites, then your BioCharger NG will not show any recipes. Simply uncheck the Favorites box to return to all of your recipes. See the Favorites Section for more details.**
7	**Ratings Checkbox** When checked, recipes will be sorted by your highest to lowest personal ratings, and next, in alphabetical order.
8	**Add Button** This button is used to add a selected recipe to your Favorites. Simply select a recipe and then click the Add button to add that recipe to your favorites.

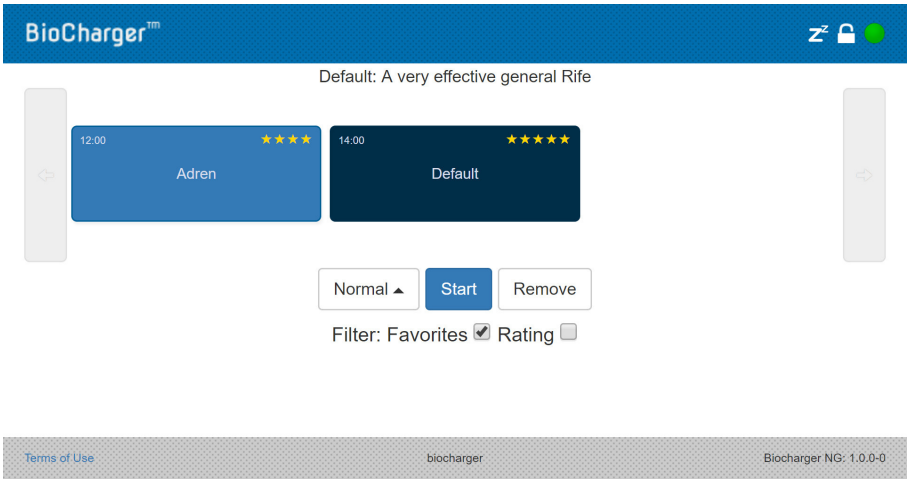
Favorites

Below is an example of what your Favorites will look like if you do not have any recipes in your Favorites:



If you ever see a screen like the one above on your BioCharger NG, uncheck the Favorites button and that will take you back to all of your recipes.

Below is what your Favorites screen will look like if you have recipes that have been added to your Favorites:



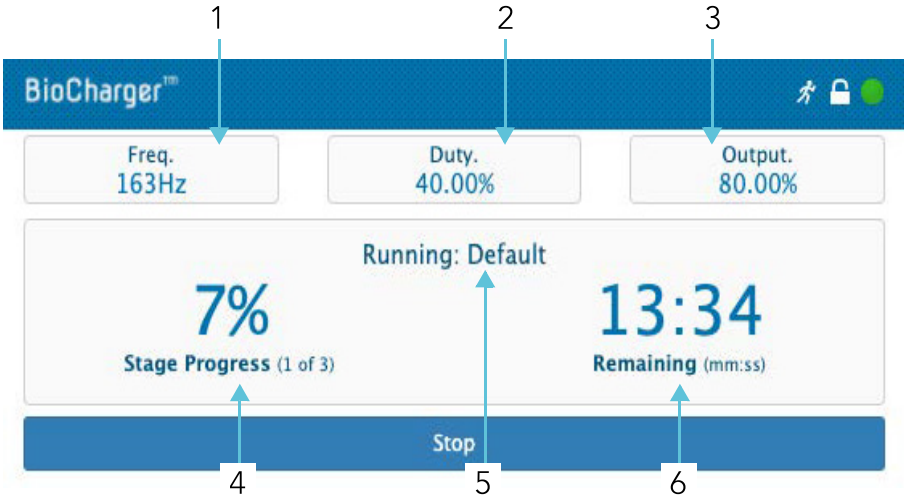
If you wish to remove a recipe from your Favorites, then select the recipe so that it is dark blue, and then click the Remove Button.

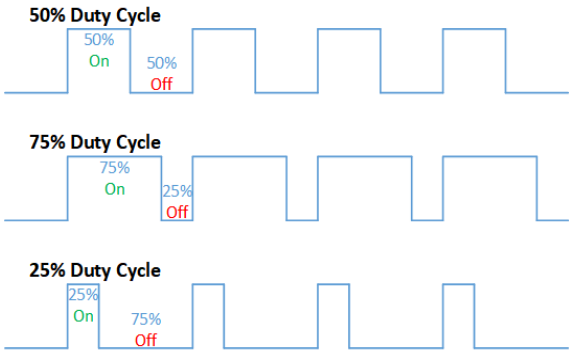
Running a Recipe

1. Select the **User Tab** with which you wish to run a recipe.
2. If prompted, enter your lock code. This will only occur if your BioCharger NG has been locked.
3. Select the recipe that you wish to run.
4. Select the power level at which you wish to run your recipe.
5. Click on the blue **Start Button**.
6. Click **Yes** to run the recipe, click **No** to return to your recipes.

Currently Running Recipe - Information Screen

While a recipe is running, you will see a screen similar to the one below on the LCD panel of your BioCharger NG:



1	**Frequency** This is the current frequency that the BioCharger NG is producing.
2	**Duty Cycle** This is the period that it takes for a signal to complete an on/off cycle. On the BioCharger NG, each cycle is one second long. In the above picture, the Duty Cycle is 40%. That means that the frequencies are being generated for 400 milliseconds, and the frequencies are not being generated for 600 milliseconds. 

3	**Output** Your BioCharger NG is able to produce up to 700,000 Volts. This is the percentage of that voltage output that is being produced by the recipe.
4	**Stage Progress** This shows you which stage of a recipe your BioCharger NG is in, and the percentage represents how far along in the current stage the recipe is.
5	**Recipe** This shows you the name of the recipe your BioCharger NG is currently running.
6	**Time Remaining** This shows you the overall amount of time remaining until the entire recipe is done running, represented in minutes and seconds.

Chapter 10

Circle of Safety

While your BioCharger NG is a device to enhance the well-being of those who use it, there are safety guidelines that must be followed to ensure the safety of those who are around your BioCharger NG while it is running a recipe.

Below are the guidelines that we refer to as the "circle of safety." These guidelines are to be followed while the BioCharger NG is running a recipe.

Disregarding the requirements outlined in this document may cause damage to the equipment, injury, or loss, and may potentially void the warranty.

Caution: too close proximity to the device (with or without the arc rod), can cause burns or injury! DO NOT touch the arc rod while your BioCharger NG is running a recipe.

The Arc Rod is not to be used except for professional settings where there are additional barriers to prevent contact.

DO NOT get close to the toroid while your BioCharger NG is running a recipe.

Please see the Contraindications Section for information regarding individuals who should NOT use the BioCharger NG.

Listen to your body. If, for whatever reason, you are feeling uncomfortable, you can stop the recipe immediately by pressing the Emergency Shutoff Button. It does not harm the machine.

Keep any and all parts of your body 20 inches from your BioCharger NG while it is running a recipe.

See the Shock Hazard Diagram for details.

Individuals with electromechanical devices such as pacemakers, difibrillators, should sit 6 feet away from your BioCharger NG while it is running a recipe.

Individuals with passive metallic implants, such as bolts, rods, etc., should **start off** at least 3 feet away from the BioCharger NG.

Always have individuals listen to their bodies and use the Emergency Shutoff Button if needed.

NO conductive material should be within 3 feet of your BioCharger NG while it is running a recipe.

Conductive material within 3 feet of your BioCharger NG while it is running a recipe can cause arcing and/or shocks.

Jewelry can be worn as long as it is making skin contact ***before*** your BioCharger NG is running a recipe.

Skin is a conductive material. If individuals are making skin contact ***before*** your recipe starts, then they will not experience a shock.

If individuals (or pets) make skin contact ***after*** the BioCharger NG is running a recipe, then there is a potential for shock.

Nylon leggings (Yoga pants) are a conductive material. The individual wearing the leggings will be not experience a shock because there is skin contact ***before*** running a recipe.

It needs to be communicated/understood that the area around nylon leggings needs to be treated like any other conductive material. This means that other individuals should not place other conductive material or objects within 1 foot of the nylon leggings, like hands.

Any device that has a touch screen will need to be in a locked/sleep state while your BioCharger NG is running or kept at least 6 feet away.

Your BioCharger NG will not hurt these devices, but the energy fields generated by your BioCharger NG will produce what we call “phantom tapping.”

This means that you may witness tapping on the touch screens that is not produced from you, but from the energies of your BioCharger NG, or your own taps may not register correctly on the screen.

Chapter 11

Usage Parameters

Below are guidelines on the general use of your BioCharger NG:

- For general, overall wellness, use the BioCharger NG once a day, 3 times a week.
- Individuals who are sensitive to the energies of your BioCharger NG and find that they are uncomfortable during a session can run recipes on light power level and/or sit further back from the BioCharger NG. Use the emergency shutoff button if the need arises.
- We recommend when starting out to begin with the light power level and gradually work their way to normal or boost power levels. Low and slow.
- Some individuals may desire a more aggressive regimen, depending on their personal situation, and can run recipes on normal or boost power levels.
- There are no known detriments to using your BioCharger NG. The law of diminishing returns happens after running 3 to 4 recipes in one day or about an hour of use.
- Listen to your body. If for whatever reason you are feeling uncomfortable, you can stop the recipe immediately by pressing the emergency shutoff button.

Chapter 12

Best Practices

Cleaning

It is important to keep your BioCharger NG as clean as possible to ensure optimal performance:

- Only clean your BioCharger NG after it has been turned off for 10 minutes or longer.
- Use only a dry cloth that is free of lint and threads. A microfiber cloth, or something similar, is recommended.
- Use only LCD/computer display cleaners. DO NOT use any cleaners that contain alcohol and/or ammonia.
- Ensure that your BioCharger NG is completely dry before powering back on.
- Make sure that the air vents and fans on the back of your BioCharger NG are dust free and clear of obstructions.

If you disassemble the top assembly (the coupling nut, toroid, washers, lock washer), you will need to ensure that you install the washers in their correct order and that you tighten the coupling nut before you install the top cover and arc rod.

Maintenance

- Regular cleaning and ensuring the fans and vents are dust-free are the most common maintenance required.
- The life of each spectrum tube is about 18-24 months. To test your spectrum tubes run a full sweep recipe in a dark room. If your tubes do not light up, they need to be replaced.
- All service and repair must be done by Advanced Biotechnologies, LLC. Contact our support team at support@biocharger.com for service or repair.

Performing unauthorized service or repair to your BioCharger NG will void your warranty!

How to Avoid Damaging Your BioCharger NG

- Follow the safety guidelines outlined in this manual. Do not put any conductive material around your BioCharger NG while it is running a recipe.
- Clean your BioCharger NG on a regular basis.

Insulation

If your BioCharger NG is being used in a room that has bare concrete floors, you will need to provide insulation for individuals using your BioCharger NG.

- On a concrete floor, rubber mats or AZEK material can be used in conjunction with rubber-soled shoes and a wood chair.

Body Positioning

The most common body position when using the BioCharger NG is sitting. There may be times when it makes sense to try different body positions. An example would be for back support. For a recipe with that purpose, standing with your back to your BioCharger NG may provide the best outcome.

Chapter 13

Troubleshooting

• Your BioCharger NG has been powered on. • The LCD panel stops responding to any input.	• Ensure that your Favorites check box is not checked. If it is checked, uncheck it. • If the Favorites check box was not the issue, proceed with the rest of the following steps: • Power off your BioCharger NG using the power switch located on the rear panel. • Wait 5 minutes. **Waiting less than 5 minutes will result in these troubleshooting steps not working.** • If the LCD panel has gone black, and is not back-lit, then you should be able to power your BioCharger NG back on and have it boot up and work properly. • If the LCD panel remains back-lit after 5 minutes, then perform the reset outlined in the Reset Condition section of this manual.
• You power on your BioCharger NG. • The 5 VDC and 48 VDC lights are green. • The screen remains black and nothing ever appears on the screen.	Under these conditions, you will need to perform a reset. Please see the Reset Condition section of this manual for instructions on how to perform a reset.
• You power on your BioCharger NG. • No lights are lit on the front.	Most likely, the Emergency Shutoff Button is engaged. Press the **Emergency Shutoff Button** in, turn clockwise and release; this should pop the button up and disengage the button. Once that has been done, your BioCharger NG should power on from the power switch on the back of the unit.

• Recipes disappeared/ blank recipe screen.	The Favorites checkbox, located just under the blue Start button, is likely checked. Uncheck the Favorites box and you will see all of your recipes.
• I forgot my myCloud password.	Go to https://mycloud.biochargerng.com On the initial login screen, across from the "Save my Details" checkbox, there is a link for "Reset password." Click that link and enter your e-mail address. This will generate an e-mail message to you containing a new password to use for your myCloud account. The e-mail will be sent from mycloud@biocharger.com
• My BioCharger NG is no longer connected to the Internet. • MyCloud showing waiting signal (see below) 	If your BioCharger NG is connected to your wireless network, please try these items in the below order: • Verify that other wireless devices on your wireless network have Internet connectivity. • Use the power switch on the back to turn off your BioCharger NG and wait for it to completely power off, then turn it back on. • Reboot your wireless router. • Perform a Restore Default on your BioCharger NG and then follow the procedure outlined in the Configuring Your WiFi Connection section of this manual. • If none of the above work, please contact our support team at: support@biocharger.com

• I am logged in to my myCloud account. • My BioCharger NG has Internet access. • However, I do not have a blue link next to where it states “Connected” in green.	There are two scenarios in which we have seen this happen: • You and your BioCharger NG are on different networks. You cannot be in one location and your BioCharger NG in a different location and access it from your myCloud account. The device you are logging in to your myCloud account must be on the same network as your BioCharger NG for the link to appear. • If the device your are using to access your myCloud account and your BioCharger NG are on the same network, then there is likely a network configuration setting that is blocking local traffic and not allowing you to access your BioCharger NG. A properly configured network, both wired and wireless, are the responsibility of the owner. We cannot provide assistance with the setup or troubleshooting of network configurations.
• One or more of my spectrum tubes have a black band around the bottom and/or top.	This phenomenon is expected. It is quite likely that you will see a band appear on some of your tubes at some point. This band represents a remnant of the manufacturing process for the tube that may appear over time. The tube is still completely functional. There is no need to replace it.

• How can I tell if a spectrum tube is still working?	Verifying that your spectrum tubes are still working is best done in a dimly lit room, without any direct sunlight. As long as you can see light coming from the tube, then the spectrum tube is still functional. If the tube has no light coming from it, then it will need to be replaced. Your BioCharger NG will still run and function even if one or more of your spectrum tubes are not lighting up. However, the light spectrum energy will not be produced from the tube that needs replaced.
• How long do the spectrum tubes last?	We have seen that, even under heavy daily use, tubes have lasted more than 2500 hours, usually 18 - 24 months. If you have a spectrum tube that fails within 30 days of receiving your BioCharger NG, we will replace it under warranty at no charge to you. You can purchase replacement tubes online by visiting: https://biocharger.com/shop/ Using spectrum tubes that are not supplied by Advanced Biotechnologies, LLC will void the warranty of your BioCharger NG.

Chapter 14

Warranty Information

Advanced Biotechnologies, LLC warranty to the original consumer/purchaser of the BioCharger NG ("you") that the BioCharger NG will be free from defects in material and workmanship for one (1) year from the date of purchase. The start of the warranty period is the documented date of your receipt of the BioCharger NG.

The warranty herein is made to and for the benefit of you and is non-transferable.

In the unlikely event that your BioCharger NG should require service during the warranty period, follow the instructions in the Warranty Procedures provided with your BioCharger NG.

If you discover a defect in material or workmanship during the warranty period, and Advanced Biotechnologies, LLC agrees that the defect exists, Advanced Biotechnologies, LLC ("us") will, at its options, repair or replace the BioCharger NG or any lesser component part or parts thereof ("Defective Equipment") at no charge to you (excluding transportation charges).

Should it be deemed necessary to repair or replace Defective Equipment during the warranty period, you are responsible for transportation charges to ship the Defective Equipment to the location designated by us.

The Defective Equipment must be shipped, insured, and in original packaging to obtain warranty service or replacement.

If the Defective Equipment is located outside of the contiguous United States, you are responsible to pay for transportation charges to and from the location designated by us.

If Advanced Biotechnologies, LLC elects to make a repair, Advanced Biotechnologies, LLC owns all parts removed from the repaired product. Repaired parts may, at our option, include an equal or better model or features.

This warranty does not cover any of the following:

- Damage caused by abuse, unreasonable use, misuse, mistreatment, or neglect.
- Damage caused by unusual physical or electrical stress or power fluctuations.
- Damage caused by improper installation or operating environment.
- Damage caused by modification or repair not made by us, including use of spectrum tubes supplied by others.
- Damage caused during shipping.
- Damage to spectrum tubes not reported to us within 10 days of delivery.

Chapter 15

Warranty Procedures

Keeping Your Warranty Valid

To maintain the validity of your one (1) year warranty, you will need to ensure the following are currently, and have always been, met:

- You have spoken with our support team and successfully completed our onboarding process.
- The guidelines set forth in the Circle of Safety have been honored.
- The Electrical Considerations have always been honored.
- The guidelines set forth in the Room Requirements have been honored.
- Your BioCharger NG has not been self-serviced, disassembled, or otherwise tampered with.
- You have performed regular maintenance on your BioCharger NG as described in the Maintenance section of this manual.
- Your BioCharger NG has not been used and/or operated in any other manner than as described in this manual.

Obtaining an RMA for Return

You will need to contact our support team and work with us to verify the details concerning the return. Once our support team has verified that conditions have been met and the necessary information has been obtained, we will issue you an RMA.

Returning Your BioCharger NG

If, for any reason, you are returning any part of your BioCharger NG to us for return or repair, it must be returned using its original packaging. This is especially true for the base of your BioCharger NG.

Using a box and/or other packaging material other than the original packaging may result in damage to the items being returned.

Costs associated with damage due to improper packaging will be the responsibility of the shipper.

If you do not have the original packaging, Advanced Biotechnologies, LLC can provide that to you at an additional cost.

- Customers within the contiguous United States will be responsible for the shipping to a location designated by us.
- Customers outside of the contiguous United States will be responsible for the shipping to and from a location designated by us.

Chapter 16

45-Day Satisfaction Guarantee

Advanced Biotechnologies, LLC has designed and produced the BioCharger NG to be the highest-quality revitalization platform available, and is committed to service excellence after the sale. Although our 1-year warranty provides for any defects in workmanship or malfunction, we want you to feel confident that we stand behind our products, and to be completely satisfied with your BioCharger NG purchase.

With the exception of damage to the unit suffered during shipping, which is a claim to be resolved directly with the carrier, if at any time within the first 45 days of delivery of your BioCharger NG, you are not satisfied with your purchase and you have fulfilled our conditions of eligibility below, you may return the product in original condition and packaging, shipped to us insured, for a full refund of the purchase price paid (less prepaid shipping and third-party costs). We will provide a refund to you within 30 days of our receipt of the BioCharger NG in original condition and packaging.

To ensure that you realize optimal benefits from the BioCharger NG, and to be eligible for a refund under our 45-day guarantee, we require:

- Participation in our onboarding process.
- Recipe management and consultation.
- Progress surveys, at our discretion.
- Scheduled communications with a client specialist.
- Compliance with product installation.
- Compliance with product operational requirements.
- Access to and utilization of our myCloud software via the Internet to enable full benefits of our Recipe Library, software updates, and remote diagnostics.

There are no additional costs for any of the above services and each is intended to optimize your initial experience with the BioCharger NG (“conditions of eligibility”).

To ensure that you get the best possible experience with your BioCharger NG, you will need to schedule an Onboarding session with us after your BioCharger NG arrives. Onboarding sessions take about 60 to 90 minutes to complete. Aside from Onboarding for assembling and operating the BioCharger NG, we also require that you speak with our customer education team. They will guide you through advanced uses of your BioCharger NG and speak to you about any questions you may have regarding recipes for your BioCharger NG. Advanced Training sessions are 30 or 60 minutes in length.

It is important to schedule the onboarding and advanced training calls right away. The 45-day timeframe starts when your BioCharger NG is delivered. The guarantee requires completing both sessions described above. If you do not complete the training requirements, you forfeit the money-back guarantee.

Appendix

Support Link

In the event that this manual is printed, we wanted to provide you with a link to the BioCharger Support page.

https://support.biocharger.com

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