My vibrator will vibrate when it’s on the charger, but won’t turn on otherwise.

All Jimmyjane FORM vibrators are made with a high performance, rechargeable lithium-ion battery. This ensures that your products will have a long lifespan, and many years of pleasurable use.

The technology in our batteries includes a special feature in the effort to protect the battery from fully depleting. If the battery charge drops below a certain percentage, the battery will go into sleep mode, once in sleep mode the battery is on standby and the product will not work until it is rebooted. Once recharged the battery will reboot and continue to work with no effect on the battery.

If your FORM vibrator is not turning on, or is vibrating while on the charger, your product may be in sleep mode and needs to be rebooted.

To reboot:

◦ Hold the vibrating product in place on the charging dock until it stops vibrating which could take a few minutes, be patient. This will bring the charge to a high enough level to reboot the battery from standby.

◦ Once it has stopped vibrating, leave it on the charger for 8 hours to complete the charge and continue using as intended.

◦ If the product does not light up and does not work, repeat steps 1&2 or contact our customer service team.
My vibrator makes a high pitch noise when I place it on the charger, and won’t turn on.

All Jimmyjane FORM vibrators are made with a high performance, rechargeable lithium-ion battery. This ensures that your products will have a long lifespan, and many years of pleasurable use. The technology in our batteries includes a special feature in the effort to protect the battery from fully depleting. If the battery charge drops below a certain percentage, the battery will go into sleep mode, once in sleep mode the battery is on standby and the product will not work until it is rebooted. Once recharged the battery will reboot and continue to work with no effect on the battery.

If your FORM vibrator is not turning on, or is vibrating while on the charger, your product may be in sleep mode and needs to be rebooted.

To reboot:

- Place the product on the charging dock. Once the battery hits a certain percentage level the product will either stop making the noise or will begin vibrating on the base to reboot.
- If your product stops making the noise leave it on the charger for 8 hours to complete the charge and continue using as intended.
- If your product begins to vibrate in the base, hold it in place on the charging dock until it stops vibrating which could take a few minutes, be patient. This will bring the charge to a high enough level to reboot the battery from standby.
- Once it has stopped vibrating, leave it on the charger for 8 hours to complete the charge and continue using as intended.

If the product does not light up and does not work, repeat steps 1&2 or contact our customer service team.