

## The routine for the ordering of credits are as following in 2 steps:

- a - Order
- b - Payment

It is only possible to order a new code per calendar day.

**Note:** Order new credits in good time. Please try not to go below 25 remaining credits as a buffer. Also consider, for example, bank holidays or too late in the day.

**A - Order** to [jgranito@erchoniaeurope.com](mailto:jgranito@erchoniaeurope.com) with CC to [order@aosc.se](mailto:order@aosc.se)

**Step 1:** Take a photo of the setting screen. (You access it by pressing the E in Erchonia logotype at the startup screen.) The picture must contain the date, remaining credits, and the serial number.

**Step 2:** E-mail the photo and a request for code for new credits **and the number of credits**.

The credits are available in 25-pack's.

**Step 3:** After receiving the new code, put in the number of credits and the code, then press ENTER. (save)

**Step 4:** Take a confirmation photo of the setting screen and send it to the same email.

**The order is complete.**

### B - Payment

1. Go to [humanrecharge.com](http://humanrecharge.com)
2. Log in to get your contract price. Find "credits" in the shop.
3. Put the number of credits you want in the basket (25 packages)
4. Pay at web checkout. If you have flat-rate pricing, it's free upon checkout.

### FAQ

Error, the code doesn't work?

A: Have you closed the ordering cycle by all four steps, including the last step 4? (Confirmation picture)

A: Check the number of credits; is it the same amount as ordered? (if you don't change, it will show the latest refill, and that number can be different. Please adjust to the correct number of credits.)

A: Check date, are the date in the display the same date you received the new code?

A: Try again. With the right; date, amount of credits, and if the numbers in the code are exact, it will work.

A: Have you pressed ENTER?

A: If the code doesn't work anyway, re-check, and following all the steps above. Order a new code the *next calendar day*. Please start from step 1.