

FREQUENTLY ASKED QUESTIONS

The stimulation is uncomfortable. How can I improve this?

- Make sure the GelPads are positioned correctly and that they are pressed firmly against your skin - see pages 7-8. Switch off your controller and reposition the garments if necessary.
- You can also smear a few drops of water on the **black side** of the GelPads. This can improve the comfort of the muscle stimulation, but be careful not to get water on the controller. Ensure the controller is switched OFF before you do this!
- Ensure the metal studs are fully covered by the GelPads.

My skin is red after the exercise. Is this a problem?

- Some redness of the skin after a training session is normal. It is partly due to an increase in the blood flow under the skin and should fade after a while. You may also experience some reddening of the skin due to the pressure of the garments. This is the same as the pressure marks you can get from tight clothing. You should not be concerned about this. It should fade soon after you remove them.
- If the redness is excessive, you may have the training intensity too high. This may increase the reddening in sensitive skin. Try using a lower intensity for a few days. If the problem persists, you should stop using the product.

Will the product cause muscle soreness?

- As with all exercise some muscle soreness can occur after using your FLEX ARMS by BMR. This is normal and should go away after a while. Use a low intensity for a few sessions if you are experiencing muscle soreness.

How do I know when to replace the GelPads?

- With time the GelPads pick up skin debris and may need to be replaced as this makes the workout less effective and less comfortable.
- You may notice the signal is weakening even if the battery is fully charged. This usually indicates that the GelPads are wearing and will soon need replacing. You can check this by first adjusting the belt to ensure correct positioning of the GelPads. If the signal is still weak or uncomfortable, you should order new GelPads.
- New GelPads can be purchased online at www.theflexbelt.com (check for special offers) or from Customer Care.

Battery performance has degraded significantly.

- After an extended period of time you may notice a degradation in the performance of the battery in your controller. At this point you should purchase a new rechargeable battery pack. New rechargeable battery packs can be purchased by visiting www.theflexbelt.com or by calling Customer Care at:
Phone US: (855) FLEXGEAR / (855) 353 - 9432
International: (310) 362 - 0581.