

## TROUBLESHOOTING CHECKLIST

If you have problems getting your FLEX ARMS by BMR to work, you should go through the following checklist:



### Have you charged your battery?

It takes 2-3 hours to fully charge your battery



### Is your charger fully connected?

Ensure the controller and charger are properly connected.



### Is your controller connected to the garment properly?

Check to ensure that it is connected properly. To remove, press the outer buttons on the connector and reinsert again.



### When did you last change your GelPads?

GelPads need to be changed every 20-30 sessions. Visit [www.theflexbelt.com](http://www.theflexbelt.com) or call Customer Care to order replacement GelPads.



### Have you removed all the plastic covers from both the grid and black sides of the GelPads?

Remember to keep one set of covers to protect the *black side* of the GelPads during storage.



### Are the GelPads covering the metal studs?

Double-check the GelPads on your belt to ensure that the grid side of each pad is fully covering the metal studs.

### Has the GelPad Contact symbol (⚠) appeared on the display?

The controller and garments are not properly connected or poor GelPad contact with the skin. The ⚠ symbol always appears in conjunction with the left/ right intensity indicators. If the left indicator appears, there is a problem with one or both of the left-hand GelPads, the right indicator indicates a problem with one or both of the right-hand GelPads and if both indicators appear there is a problem with the GelPads on both sides of the garment.

### Still having trouble? Visit our website or call Customer Care:

Web: [www.theflexbelt.com](http://www.theflexbelt.com)

Phone US: (855) FLEXGEAR / (855) 353 - 9432

International: (310) 362 - 0581

Email: [info@flexgear.com](mailto:info@flexgear.com)

## CARING FOR YOUR GARMENTS

Your garments may be cleaned using a lightly dampened sponge, but you must first remove the GelPads. Always follow the cleaning instructions when cleaning the garments.



Never machine-wash or hand-wash your garments. Always clean them using a lightly dampened cloth or sponge.



Do not use bleach when washing the garments.



Do not dry clean your garments.



Do not tumble dry your garments. Dry them on a flat surface. Do not dry them over anything hot. (e.g. a radiator) as they contain plastic parts. Ensure the garments are completely dry before using them again.



The garments should never be ironed.