

## QUICK GUIDE TO SOLVING PROBLEMS

Problem	Possible Cause	Solution
Display doesn't come on / no signal from the controller	The battery is low	Recharge the battery
The display is on but there is no signal. The battery symbol is flashing	The battery is low	Recharge the battery
The ⚠ symbol has appeared on the display* and/ or the controller is beeping	Controller not properly connected to the belt	Ensure the controller and belt are properly connected
	The GelPads are on the wrong way around	Ensure the <b>black surface</b> of the GelPads are facing you
	The covers are still on the GelPads	Remove the covers from the GelPads
	The GelPads are worn	Visit <a href="http://www.theflexbelt.com">www.theflexbelt.com</a> or contact Customer Care for replacement GelPads
	The GelPads are not covering the studs	Make sure the GelPads fully cover the metal studs
	Build up of gel on the metal studs	Clean the metal studs with a clean, dry cloth
	Poor GelPad contact with the skin	Press the GelPads firmly against the skin. Smear a few drops of water on the surface of the GelPads. Make sure the controller is OFF first
Unpleasant feeling beneath the gel pads	The GelPads are worn	Visit <a href="http://www.theflexbelt.com">www.theflexbelt.com</a> or contact Customer Care for replacement GelPads
	Build up of gel on the metal studs	Clean the metal studs with a clean, dry cloth
	The GelPads are not covering the studs	Reposition the GelPads so the metal studs are covered
	Too many consecutive sessions	You should just do one session per day on any single body area
The contractions are very weak even when the toning intensity is high	The GelPads are worn	Visit <a href="http://www.theflexbelt.com">www.theflexbelt.com</a> or contact Customer Care for replacement GelPads
	The battery is low	Recharge the battery
	Poor GelPad positioning	See pages 7 & 8 for correct gel pad positioning
	GelPads are not covering the metal studs	Reposition the GelPads so the metal studs are covered.
"Err" appears on the display	Error message	Switch the controller off and on. It should work without any problem. If the error message persists call CustomerCare for advice.

\* The ⚠ symbol always appears in conjunction with the left/right intensity indicators. If the left indicator appears, there is a problem with the left GelPad, the right indicator acknowledges a problem with the right GelPad and if both indicators appear there is a problem with either the middle GelPad or all three GelPads.