

FREQUENTLY ASKED QUESTIONS

Can I use my product for post natal exercises?

- Yes, but you must wait a minimum of 6 weeks after childbirth before you begin using it and you must consult your doctor first.
- If you've had a Caesarean in the past 3 months, consult your doctor for approval before using the garment.

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 page 7). Switch off the controller and reposition the garment 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 turned 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 toning 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 garment. 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 the garment.
- If the redness is excessive, you may have the toning intensity too high. This may increase the reddening in sensitive skin. Try using a lower toning 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 the garment. This is normal and should go away after a day or two. Use a low toning intensity for a few sessions if you are experiencing muscle soreness. As the exercise is stronger when you are seated, some people find using THE FLEX MINI by BMR while lying down more comfortable.

I can feel a tingling elsewhere in my legs. Is this normal?

- Yes. THE FLEX MINI by BMR product stimulates the nerves which control your muscles. Stimulating the sciatic nerve can cause a tingling sensation in other leg muscles and is perfectly safe as long as the sensation is comfortable.

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 batteries are OK. This usually indicates that the GelPads are wearing and will soon need to be replaced. You can check this by first adjusting the garment to ensure correct positioning of the GelPads. If the problem persists, try using the product with new GelPads. If the signal is still weak or uncomfortable, you should order a new battery pack.
- New GelPads can be purchased online at www.theflexbelt.com or from THE FLEX BELT Careline at:
 - US: (855) FLEXGEAR / (855) 353 - 9432
 - International: (310) 362 - 0581.

I can feel the contraction on one side but not the other, what should I do?

- If one side of your body is not receiving any signal, try the following:
 1. Fasten the garment around your legs and waist more tightly to see if that helps.
 2. Pause the exercise, unfasten your garment and ensure all the GelPads on the side with no signal are fully covering their respective metal studs and are flat against your skin. Reposition any that are not flat against both your skin and the garment, then fasten your garment tightly and start the exercise again.

The GelPads are not sticking to the garment even though they are fairly new. Can this be improved?

- Ensure the *patterned side* of each GelPad is always placed on the garment. The *black side* of the GelPads should always be against your skin. Press the edges of each GelPad very firmly onto the garment before and after each session.

The signal on one side of my body feels different to the other. What should I do?

1. If the signal is weaker on one side of your body, you can simply increase the intensity button for that side to make the exercise stronger.
2. Ensure all of the GelPads are correctly positioned (see page 7).
3. You can also try tightening the hook & loop on the leg with the weaker signal to see if the strength increases.

I can feel an uncomfortable sensation in my back. What should I do?

- If you feel the stimulus in your lower back, the upper GelPads are too high and should be placed slightly lower. The top of the upper GelPads should be just below the line where your bottom and back meet (see page 7).

I have reached an intensity of 99 but want to get a stronger contraction. What should I do?

- For a stronger contraction on the bottom, use THE FLEX MINI by BMR sitting down. Tightening the leg fasteners may also help. Standing or lying down is more comfortable at high intensities.

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 calling the Careline, or by visiting www.theflexbelt.com.