

USER MANUAL FOR VPOD Wireless TENS, EMS & NMES Unit



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INTRODUCTION

Thank you for purchasing the VPOD Wireless Tens Unit.

The VPOD tens unit can work with one or two VPODS at the same time. This wearable electrotherapy device is designed to alleviate chronic muscle and joint pain on multiple body locations. It delivers TENS (Transcutaneous Electrical Nerve Stimulation) technology and EMS therapy through the simple, convenient control of the VPOD iOS or Andriod app. Premium, contouring pads allow for discreet and convenient placement on multiple pain locations on the body.

Tens is a safe and drug-free treatment for pain that has been used for over 30 years by medical professionals such as physical therapists and chiropractors.

Notes:

- Keep this instructional manual in a convenient place or store it with the device for future reference
- Register your product online at www.massagetherapyconcepts.com/warranty

SAFETY INSTRUCTIONS

This instruction manual provides you with important information about this device. To ensure the safe and proper use of this device, read and understand all of the safety and operating instructions.

INTENDED USE

The VPOD is intended for the relief of pain associated with sore and aching muscles of the lower back, arms, legs, shoulders and feet due to strain from exercise or normal every day and work activities.

CONTRAINDICATIONS

Do not use this device if you have a cardiac pacemaker, implanted defibrillator or other implanted metallic or electronic devices. Such use could cause electric shock, burns, electrical interference or death.

IMPORTANT SAFETY PRECAUTIONS

- ▲ Use under the guidance of your medical practitioner
- ▲ Do not use this unit near shortwave therapy equipment
- ▲ Do not place electrode pads near your heart
- ▲ Stop using the VPOD immediately if you feel any abnormality in your body or if you suspect the VPOD is not operating normally
- ▲ Treatment time should not exceed 60 minutes
- ▲ Turn off the VPOD before you do vigorous movements, remove, or change positions of the electrode pads
- ▲ Consult with your physician before using this device. If you have had medical or physical treatment for your pain, consult with your physician before using this device.
- ▲ If your pain does not improve, becomes more than mild, or continues for more than five days, stop using the device and consult with your physician

- ▲ Do not use the device if you have any of the following medical conditions:
 - Implanted cardiac pacemaker, defibrillator or other implanted metallic or electronic devices
 - If you are pregnant
 - If you have epilepsy
- ▲ Consult your medical practitioner if you have the following conditions:
 - Diagnosed with cancer
 - Have suffered acute trauma or recently have had a surgical procedure
 - Have cardiac problems or cardiac disease
 - Have an abdominal hernia
 - Have venous thrombosis
- ▲ This device is intended for use by adults. Consult with your doctor if planning on using the unit on children. It should only occur under adult supervision.
- ▲ Electrode pads should not be applied near your heart because the introduction of electrical current into the chest may cause rhythm disturbances to your heart which can be lethal.

Also, do not place the electrode pads on the head, temples, eyes, mouth, throat (especially the carotid sinus) or placed on the thorax and the upper back or passing through the heart.

- ▲ Do not use on genitals, skin lesions, infected areas, open wounds, rashes, swollen, red, infected or inflamed areas of skin eruptions such as phlebitis, thrombophlebitis and varicose veins
- ▲ Do not place the pads over your throat because this could cause severe muscle spasms resulting in closure of your airway, difficulty in breathing, or adverse effects on heart rhythm or blood pressure
- ▲ Never use the device while driving, operating machinery or during activities in which involuntary muscle contractions may endanger others
- ▲ Do not use the device when bathing, showering, sleeping, during exercise, while sweating or in high humidity
- ▲ Do not apply stimulation while driving, operating machinery, or during any activity in which electrical stimulation can put you at risk or injury
- ▲ Do not use this device while using another TENS device
- ▲ Never immerse the device in any liquid

- ▲ Do not apply stimulation in the presence of electric monitoring equipment such as cardiac monitors and ECG alarms because the equipment may not operate properly when the device is in use
- ▲ Keep away from other electronic equipment
- ▲ Never bend or fold the pads
- Apply the pads only to normal, intact, clean, healthy skin of adult patients
- ▲ For hospitals and clinics: Operation in close proximity (ex 1m) to shortwave or microwave therapy ME equipment may produce instability to the stimulator output

BATTERY HANDLING AND USAGE

- ▲ To prevent the risk of overheating, fire or explosion:
 - Do not puncture, crush, disassemble or modify the device
 - Do not throw the device into fire
 - Do not recharge, use or leave the device in any high temperature environment such as in a location near a fire or in direct sunlight
- ▲ The device contains a build-in rechargeable Lithium-ion battery which must be disposed of properly. Dispose of the device according to applicable local government regulations.
- ▲ Do not disassemble the device by yourself

CAUTIONS

- If you suspect or have been diagnosed with heart issues, use only under the recommendation of your doctor
- If you suspect or have been diagnosed with epilepsy, you should follow precautions recommended by your physician
- Consult with your physician prior to using the device after recent surgical procedures because stimulation may disrupt the healing process
- Use caution if stimulation is applied over the menstruating uterus
- Use caution if stimulation is applied over areas of skin that lack normal sensation
- Use the device only with components provided by VPOD packaging and accessories recommended by the manufacturer
- Place the pads at least 1 inch apart. Do not place the adhesive surface of the pads directly on the spine
- Do not apply the pads with wet hands and do not apply the pads that are wet
- Pads are for single patient use only. Never share the pads with another person.

- Do not overlap or put the pads on top of each other because therapy may weaken or stop
- Do not leave the pads placed on the skin after treatment
- Do not apply any lotion, cream or ointment to the pads
- Never attempt to modify the device
- The pads should not touch any metal object such as a belt buckle or necklace
- To avoid damage to the adhesive surface of the pads, only put the pads on the skin or the plastic pad holder
- Always place clean pads in accordance with illustrations provided
- If the device is not functioning properly or you feel discomfort, immediately stop using the device
- Clean or change the pad when it loses adhesion
- Do not put any metal objects, such as coins, clips or other metal on the charger
- Do not put the pad on your body where it cannot be reached by your own hand

ADVERSE REACTIONS

• If you experience skin irritations, headaches or other painful sensations during or following the application of electrical stimulation, consult with your physician prior to continuing using the device

PACKAGE CONTENTS

- VPOD TENS/EMS Unit with a rechargeable lithium-ion battery
- 1 Large Pre-gelled single-sided electrode pad
- 2 Medium Pre-gelled single-sided electrode pads
- Electrode pad holder
- Hard-cover travel case organizer for your VPOD and accessories
- USB to micro-USB adapter charging cable
- Wall AC adapter
- User Manual and Warranty Card
- Acupuncture Chart



PART NAMES and FUNCTIONS ON THE DEVICE



Color indicator



Red Light Blinking - Device A is paired and in use



Green Light Blinking – Device B is paired and in use

Solid Blue - Device is charging



No Light – When device is fully charged the light will shut off

Back



Connection Holes: These holes are used to attach the VPOD to the pad

What is TENS?

The term TENS means Transcutaneous Electrical Nerve Stimulation is a weak electrical current applied to the surface of the skin to stimulate the nerves beneath. TENS devices are available without a prescription and are used as a non-invasive nerve stimulation method intended to reduce both acute and chronic pain. Electrodes are placed on the skin on your pain points. The VPOD has sixteen TENS modes. Refer to the **VPOD Modes** section for the list. (Modes: 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 16, 17, 18, 23)

What is EMS?

The term EMS stands for Electrical Muscle Stimulation. Similar to TENS, weak electrical current is applied to the surface of the skin, but to stimulate muscle contractions. It is used for strength training for athletes, and rehabilitation for immobilized patients, among other uses. Electrode pads are placed on the skin near the muscles that are to be stimulated. The impulses mimic the signals that comes from the central nervous system, causing the muscles to contract. The VPOD has seventeen EMS modes. Refer to the **VPOD Modes** section for the list. (Modes: 1, 4, 5, 6, 7, 9, 10, 11, 13, 14, 15, 17, 19, 20, 21, 22, 23)

What is NMES?

The Term NMES is Neuromuscular Electrical Stimulation. It is a safe, low-frequency current that sends small electrical impulses to nerves causing contractions, blocks pain pathways & reduces swelling and edema. The electrical stimulation can increase strength and range of motion and offset the effects of disuse. It is often used to "re-train" or "re-educate" a muscle to function and to build strength after a surgery or period of disuse. It is also used for weak or paralyzed muscles. It helps to increase muscle strength, blood circulation, and range of motion and to lessen muscle spasms. (Mode 24)

VPOD KEY BENEFITS

- TENS, EMS, NMES 3 Therapies in one device
- Wireless User friendly app for iPhone and Andriod
- 24 Modes for pain relief and muscle recovery
- Full Body muscle, nerve, join relief and recovery for back, shoulders, hips, legs, elbows, knees and more
- Portable Light-weight VPODS are designed for on the go and at home treatment
- Safe non-invasive wireless device provides effective relief for a drug free pain solution. Lock functionality protects against accidental therapy changes
- Treatment time Up to 60 minutes
- Effective Relief The unit provides effective results. The advanced technology sends out multiple preset electrical therapeutic waves through the electrodes. These waves stimulate the combination of deep tissue pain relief techniques and various muscle movements, while relieving muscle tension.

OPERATING INSTRUCTIONS

PREPARING FOR USE

Before using the device, inspect these items and ensure that the pads are not damaged, and that the device is intact and working

FIRST TIME USE

STEP 1 - CHARGING VPOD

- To charge your VPOD, insert the micro-USB plug of the adapter cable into the VPOD 1.
- Plug the other end of the cable with the USB plug into the wall adapter or computer 2.
- When charging is complete, remove the plugs and the charger. It will take about 2 hours 3. to fully charge.



STEP 2 - INSTALLING THE APP

- 4. Make sure the Bluetooth on your smartphone is turned on
- 5. Download (from Apple Store or Google Play Store) the free **V POD** app
- 6. Open the app on your smartphone

STEP 3 - ATTACHING THE VPOD TO YOUR BODY

- 7. Remove the clear plastic film from the electrode pad
- 8. Push the VPOD terminal into the contacts on the outside of the pad
- 9. Firmly apply the pad to the desired part of your body

STEP 4 – PAD PLACEMENT

10. Clean and dry treatment area so it is free of all lotions, oils and sweat. Apply on dry skin. The pad should be applied only to normal, intact, clean, healthy skin that is not experiencing swelling or inflammation.

Before therapy make sure that the pads stick to the skin

FOR OPTIMAL THERAPY

- If using 2 VPODS at the same time, make sure that the pads are at least 1 inch apart
- Do not overlap the pads or put them on top of each other
- Do not apply any lotion, cream or ointment to the pads
- Pads are for single patient use only. Never share the pads with another person
- Check to make sure that the pad is not peeling off during treatment sessions



STARTING YOUR TREATMENT





I agree to the terms of use

Check the box to agree with the terms of use. Then tap START.

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Tap OK to begin the Bluetooth setup Press the button on the VPOD device





Tap Pair to allow your phone or tablet to connect with the VPOD device



Device A has been paired. Tap Next.

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Your device shows the 24 TENS and EMS modes. Tap to select a mode



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SCREEN FUNCTIONALITY

- 1. Device A 1st Pod
- 2. Device B 2nd Pod
- 3. Tens Mode and EMS Mode are displayed in red when in use. Some modes will have both Tens and EMS.
- 4. Three Bars (hamburger) Menu Button
- 5. Timer r displays total time and time remaining
- 6. Lock feature
- 7. Increase intensity
- 8. Decrease intensity
- 9. Starts the mode when it is tapped.
 - Stops the mode when it is tapped.
- 10. Double tap or hold the mode for 2 seconds to display the description of the mode





To begin your TENS or EMS session tap to select a mode



To start your mode tap the ⊙ icon.

When a mode is activated, tap – or + to select the intensity from 1-20



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To view the mode description double tap or hold the function for 2 seconds



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USING 2 VPOD DEVICES SIMULTANEOUSLY



To add a device, tap the menu and tap Add device





Press the power button on Device B

Press Pair to pair Device B

< Back



V Device B successfully paired

Device B has been added and paired

Press Next to see Device B functionality screen Ξ Device A Device B -1 and 40 zh 34 (W 12 B (4) Ser al R R MM 600 (NMES 170 24 Tui Na Total time: 20 min 20 min 00 sec **(b)** Power: 1 (\bullet)

Device B is

active

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When finished with your session, turn off the VPOD by pressing the power button. Remove the VPOD from the pad. Remove the electrode pad from your body and place it on the electrode pad holder to protect the adhesive side of the pad.

When the VPOD is powered off, the VPOD app will return to the START screen.

Carefully return the VPOD and accessories to the travel case until your next use.

STORING AND REMOVING

STORING THE PADS ON THE PAD HOLDER

- In between uses, it is best to keep the pads on the pad holder inside the travel storage case
- Do not keep the device in areas subject to direct sunlight, high or low temperatures, humid areas, near fire
- Do not bend or fold pads
- After each use, make sure to always turn off the device
- Remove pads only when device is turned off
- With proper storage and use, you will extend the life of your pads up to 30 times
- Place the pads on the pad holder. You may use both sides of the pad holder.
- Place the pad holder inside the travel storage case
- Place the VPODS inside the pockets and also store them inside the travel storage case

CLEANING

CLEANING THE PADS

- 1) Remove the VPOD from the pads. Never wet or submerge the pads in any liquid.
- 2) When the pads become dirty or soiled you can clean the adhesive side of the pads by wiping the surface with a soft cloth moistened with water. The non-adhesive side of the pad can be wiped with water or neutral detergent.
- 3) Do not wash the pads with running water.
- 4) Dry the pads and let the adhesive surface air-dry completely.

Additional Pads or VPOD can be purchased by visiting our website www.massagetherapyconcepts.com/VPOD

Cleaning the VPOD Device

- 1) Turn the device off
- 2) Wipe the surface with a soft cloth moistened with water. Then wipe the surface with a dry soft cloth to remove any extra water.
- 3) Do not use chemicals
- 4) Do not let any water get into the internal area of the device

NOTES

- Intensity should be set at a level where you will feel some muscular vibration and involuntary muscle movements. It should be set to give a comfortable intensity and should not be painful.
- Timing of application should be at least 10 to 20 minutes
- Frequency of the application should be one to three times per day
- Select the treatment time of 10-60 minutes using the slide
- Once fully charged, the battery will last for approximately 8 hours. Once the battery has been depleted, it takes about 2 hours to charge.
- If the device is not being used for more than 3 months, recharge it
VPOD Modes

We suggest that you initially experiment using each of the modes. The mode or combination of modes that gives you the most desirable sensations and comfort is the most appropriate one for you to use.



Acupuncture EMS Acupuncture is a massage therapy technique based on the theories of Traditional Chinese Medicine that involves the insertion of fine wires (needles) into specific spots to remove blocks and boost the body's inherent ability to heal itself. VPOD acupuncture simulates the same sensation without needles, by utilizing electronic pulses to achieve the sensation of differing needle depths. By stimulating specific acupuncture points, it corrects imbalances in the flow of Qi through channels known as meridians.



Cupping TENS Cupping is a technique that has been used for thousands of years in ancient medicine in which evacuated cups are applied to the skin to draw blood through the surface.

Cupping is used to relieve back and neck pains, stiff muscles, anxiety, fatigue, migraines, rheumatism, and even reduction of cellulite.



Scraping / Gua Sha TENS The scraping technique is a popular chiropractic treatment that uses instruments to break down muscle adhesions and scar tissue and to massage trigger points with the goal of increasing range of motion and increase blood circulation. The benefit of scraping is to really align the fibers of the muscle. It can be used on minor or torn muscles, sprains and ligaments. It is used for post-surgery recovery, during rehab and prolonging pain-free motion and relieving muscle knots. It helps with reducing inflammation and promotes healing.



Tapping TENS & EMS



Knocking TENS & EMS Tapping is a light percussion movement, often appropriate for small areas of the body. By tapping the tendons or muscles, you increase the body's natural blood flow and oxygen supply to the target area. It breaks up the lactic acid and muscular toxins and can reduce stress while relaxing the muscles. This also helps reduce any inflammation or swelling in a targeted area. This is an excellent treatment to improve flexibility and strength of your muscles as well as relieve muscle tension. It works well on localized pain or tender points such as fibromyalgia pain.

Knocking massage can release muscle knots, aches, cramps and fatigue. It increases blood flow circulation throughout the body and may improve metabolism.



Tui Na TENS & EMS



Chinese traditional massage (relaxation and remedial) that combines East and West practices, offers a deep tissue massage to transform your health from the inside out. It helps increase the range of motion for your muscles and helps to recover after injuries. It's very effective at toning the muscles after workouts. It also aids with digestion, stress and helps you relax.

Tai chi TENS & EMS Tui Na simulates hands-on body treatment which opens the flow of Qi (Chee) through the body's meridian lines. It's especially effective for joint pain, sciatica, muscle spasms, back pain, neck and shoulders. It also helps chronic conditions such as insomnia, constipation, headaches, and tension associated with stress.



Kneading TENS Kneading simulates the thumb fingers and palms of a real massage therapist. It focuses on hypertension and stress and helps to break that down by returning full range of motion and flexibility while treating tight muscles and decreases pain. It helps improve blood circulation, thereby promoting overall body strength and well-being. It helps reduce the tension in your muscles and helps tone the muscle after and before workouts.



Striking massage simulates a series of light, brisk, striking actions applied with clenched fists, used to produce stimulation. Striking is a specific massage technique used to stimulate muscles before exercise to increase the flow of blood, temperature and tissue elasticity.

Striking TENS & EMS



Stretching TENS and EMS The stretching mode is designed to extend the limb muscles while releasing tension. It helps to improve the muscle's elasticity and achieve muscle tone. The result is a feeling of increased muscle control, flexibility, and range of motion. It increases blood flow to your muscles and helps maintain a range of motion in the joints. It is great for healing and preventing back pain, sciatic pain, and works well to help with muscle knots and body tightness.



Rubbing mode is a mechanical stimulation of tissue that applies rhythmic pressure to provide the sensation of rubbing. It increases blood flow and tones muscles while reducing pain. This mode manipulates the soft tissue of the body including the connective tissue, muscles, ligaments, tendons and joints in order to have a therapeutic effect and health improvements by acting directly on the muscular, nervous and circulatory system.

Rubbing TENS & EMS



Shiatsu TENS



Trigger Point TENS & EMS Shiatsu mode simulates a massage that puts the focus on pressure points of various parts of the body. It helps with healing from sprains, arthritis, neck and shoulder stiffness, upper and lower back pain, sciatica, digestive disorders, menstrual pain, fatigue, fibromyalgia and musculoskeletal pain.

Trigger point therapy is a more aggressive, direct manipulation of muscular tightness in targeted areas such as neck and lower back. It generates repeated, involuntary twitching in the muscle or muscle groups and leads to an immediate reduction in tightness. Trigger point massage returns the natural balance to your muscles and improves range of motion, posture, and alignment. This mode can also help with athletic performance and acute pain from injuries or accidents.



Butterfly EMS



Lomi lomi is a traditional Hawaiian massage to help the body let go of its old patterns and behaviors which cause stress, strains and muscle tension. Lomi lomi aims to treat the body and mind as one. It is used to release tension, assist blood and lymph flow, eliminate waste and toxins, rejuvenate the body, and instill a sense of peace, harmony and well-being.

Lomi Lomi EMS Butterfly Massage is a gentle technique which works with a soft and delicate touch, helping melt away tension in the whole body, relieving symptoms of stress, promotes relaxation, and improves overall health and wellness.



Swedish TENS Swedish massage helps increase the level of oxygen in the blood, decrease muscle toxins, improve circulation and flexibility while easing tension. This technique aims to promote relaxation by releasing muscle tension.

Swedish massage loosens up tight muscles caused by daily activities such as sitting at the computer or exercising. It can be very helpful for people who hold a lot of tension in their lower back, shoulders and neck.



Thai massage is a traditional healing system combining acupressure with stretching, pulling, and rocking techniques to relieve tension, muscle or joint pain, and boost a person's mood. Thai massage, is also said to relieve tension headaches, reduce subacute and chronic nonspecific back pain, relieve muscle pain, relieve joint stiffness and pain, increase flexibility and range of motion, stimulate circulation and lymphatic drainage, boost energy, and calm the nervous system.





Reflexology TENS



Continuous EMS Reflexology is a type of massage that involves applying different amounts of pressure to the feet and hands. It's based on a theory that these body parts are connected to certain organs and body systems. Reflexology is generally relaxing and may help alleviate stress.

This mode continuously provides low frequency vibrations to promote circulation of blood and help relieve any type of pain.



This mode applies electronic muscle stimulator technology which helps improve muscle core strength, firms as well as tones your ab muscles. It also improves resting tone which means your stomach muscles would do a better job of holding your stomach flat. Much like conventional exercising, this repetitive contracting and relaxing makes the muscles toned and tight.



EMS

This mode helps preserve muscle mass in patients who are currently immobile. It is often used for post-operative patients dealing with severe muscle atrophy and lack of coordination. For athletes, use this mode to transmit bio-electrical pulses for faster muscle growth.

Muscle Growth EMS



This mode helps speed up recovery after high-intensity workouts and allow you to train harder. The muscle pumping activity helps with circulation and decreases swelling in the lower limbs without requiring additional impact or exercise.

Recovery EMS



This mode combines Acupuncture, Cupping and Knocking.

Combination TENS & EMS





NMES treats muscle atrophy and stimulates the muscle when the individual is in a resting state. NMES targets the muscle itself, specifically through the motor nerves. This creates a muscle contraction to recruit more muscle fibers when training, warming up or recovering.

TROUBLESHOOTING

Α

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Q Intensity level is not felt or is too weak

- Check that the pads are placed correctly. Make sure they are not overlapping with one another
- Make sure you have selected the proper mode and it is currently running and the stop button is not pressed
- Check to see if the pads surface is not damaged. If there is no adhesiveness, the unit will not work
- Hit + to increase intensity level

Q The skin turns red or feels irritated

- Stop using the unit immediately
- Possible reason for skin irritations can be if you run the therapy for too long
- Check to make sure the pads are placed properly on the body
- If the adhesive surface of the pad worn out, replace the pads

- **Q** The device power doesn't turn on
- À
- Charge the battery for several hours and try again
- **Q** The device cannot be charged
- À
- Check if the AC Adapter is properly connected to the charger and the power outlet
- If the device is near high heat or cold temperature, it may affect the recharging. It may take a bit longer to charge under low or high temperatures.
- **Q** Device power off during use **A**
 - Charge the VPOD battery
 - The device will power off after the treatment time is completed. You can reset the therapy time and start again.
 - Your STOP button might be pressed which causes the session to stop working



Q The adhesive side of the pad does not stick to the skin **A**

- Make sure you have removed the plastic film on the pad prior to using it
- Your skin should be dry and clean prior to applying the pads on to the skin
- The adhesive surface of the pad may be damaged. Replace the pads.
- **Q** No sensation is felt when pressing the START button

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- Check to make sure the device is properly attached to the pad and is firmly placed against your body.
- Make sure the Bluetooth is properly synced with the VPOD
- Check to make sure the device power button is on
- **Q** There is a connection failure. Unable to sync the unit to the Bluetooth
 - The device is too far from the smartphone
 - Check to make sure the VPOD app is installed properly. If so, uninstall and install it again.
 - Make sure the device has been connected to your phone and not another smartphone device

- **Q** Can I use the unit while it is being charged?
- A No you cannot use the unit while it is being charged. You must disconnect it from the wire sprior to use.
- **Q** If issues still persist and are not answered above what should I do?
- A Contact us at support@massagetherapyconcepts.com

SPECIFICATIONS

Product Name: VPOD Model #: TUW20 Power Source: AC Adapter (Input AC 100-240 V, 50-60 HZ, 0.4A) 1 Lithium-ion battery (3.7V/180MA) Frequency: Approx 1Hz~200Hz Pulse Duration: 100-350µS Maximum Output Current: 280~350UA Power Control: 20 Intensity Levels Modes: 24 Operating Temperature, humidity, air Pressure: 50-to 104F (10-40 C), 30 to 80 % RH, 700 to 1060hPa Weight: Device Approx: 23.8g Pad L: Approx 36g Pad M: Approx 29g Travel Storage Case: 190g Charger: 25g

Outer Dimensions: Device: 58*14mm Pad L: 220*75mm Pad M: 165*79mm

Transmission Method: Bluetooth

The device is under warranty for 1 year. Pads can be used up to 30 times.

LIMITED WARRANTY

One (1) Year Limited Warranty from date of purchase

Massage Therapy Concepts warrants this product against defects in materials and/or workmanship under normal use for a period of ONE (1) YEAR from the date of purchase by the original purchaser ("Warranty Period"). If a defect arises and a valid claim is received within the Warranty Period, at its option, Massage Therapy Concepts will either 1) repair the defect at no charge, using new or refurbished replacement parts, or 2) replace the product with a new product that is at least functionally equivalent to the original product. A replacement product or part, including a user installable part installed in accordance with instructions provided by Massage Therapy Concepts, assumes the remaining warranty of the original product. When a product or part is exchanged, any replacement item becomes your property and the replaced item becomes Massage Therapy Concepts property.

Obtaining Service: To obtain warranty service, email Massage Therapy Concepts Limited Warranty Service at support@massagetherapyconcepts.com. A purchase receipt is required. All repairs and replacements must be authorized in advance. Service options, parts availability and response times will vary. You are responsible for delivery and the cost of delivery of the product or any parts to Massage Therapy Concepts authorized service center for replacement per our instructions.

Limits and Exclusions: Coverage under this Limited Warranty is limited to the United States of America,

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