

Bite Away Frequently Asked Questions

Q. Can I use the device on an open wound or on mucous membranes?

A. No, Biteaway should not be used on these skin conditions.

Q. After unpacking Biteaway, there is no signal or luminous diode flashing when I first turn it on. Why not?

A. Most likely, the batteries have not been placed correctly in the device. Check this and turn it back on.

Q. How long after I am bitten or stung can I use Biteaway?

A. If you use the device several hours after you have been bitten or stung, Biteaway will still effectively minimize the itching or pain you experience and will reduce the swelling that has developed.

Q. For what sort of insect bites can I use the device?

A. Biteaway works for virtually any type of insect bite or sting, including gnats, mosquitoes, bees, hornets, wasps, ants, horseflies, ticks, spiders and many other types of insects.

Note: With tick bites, you may need to repeat the application more than once. And for spider bites, it may not relieve all spider bites, but can help alleviate most of them.

Q. I dropped my device into the water. Can it be repaired?

A. Biteaway is only splash-water protected (i.e. only slightly water-resistant). If you happen to drop it into water, remove the device, dry it thoroughly, leave it for a few minutes, remove and replace the batteries, and then turn it on. The device may still be usable.

Q. Does Biteaway protect me against any allergic reactions that I have to an insect bite or sting?

A. If the device is applied quickly after a bite or sting, it is possible that Biteaway will help prevent the allergic reactions. However, no specific series of tests have been done to confirm or refute this scenario.

Q. Can the device be used to relieve snakes and scorpion stings?

A. No, because of the severity of these animal stings, Biteaway is not an effective remedy.

Q. Does Biteaway work with accumulators, too?

A. Yes, the device can be used with accumulators as well as batteries.

Q. When pressing the starting key, I see the display flashing for about 10 seconds and I hear three acoustic signals. What does this mean?

A. This means that the battery charge is low and you should change the batteries soon.

Q. I lost the battery cover of my bite away. How can I get a new one?

A. You may order a new cover through us. A fee for the spare part and shipping will apply. Please contact us to find out how to get a new cover.

Q. I am sensitive to metal. Can I still use Biteaway?

A. Yes, you may use the device if you are allergic to metal. Note: The only exception is gold, in which case you should not use it.

Q. Does Biteaway emit any radiation?

A. No, the device only uses the principle of heat. No dangerous waves are emitted from it.

Q. I work with electronic equipment. Can these be disturbed when applying the bite away?

A. Influences of electronic equipment are not known.

Q. Can I damage the device if I insert the batteries improperly?

A. No, Biteaway has reverse battery protection, so there is no danger of damaging it.

Q. An insect stinger is still in my skin. May I use the device in spite of this?

A. Although Biteaway can help relieve the sting, it will be more effective if you are able to remove the stinger from your skin before applying the device.

Q. May I use the device against tick bites, too?

A. Yes, but the application will possibly need to be repeated.

Q. Can I use Biteaway after I have already used insect repellent or cream?

A. Yes, the device will be equally effective even if you have already used any such substance.