



User Manual

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## WHY USE EHE012PRO?

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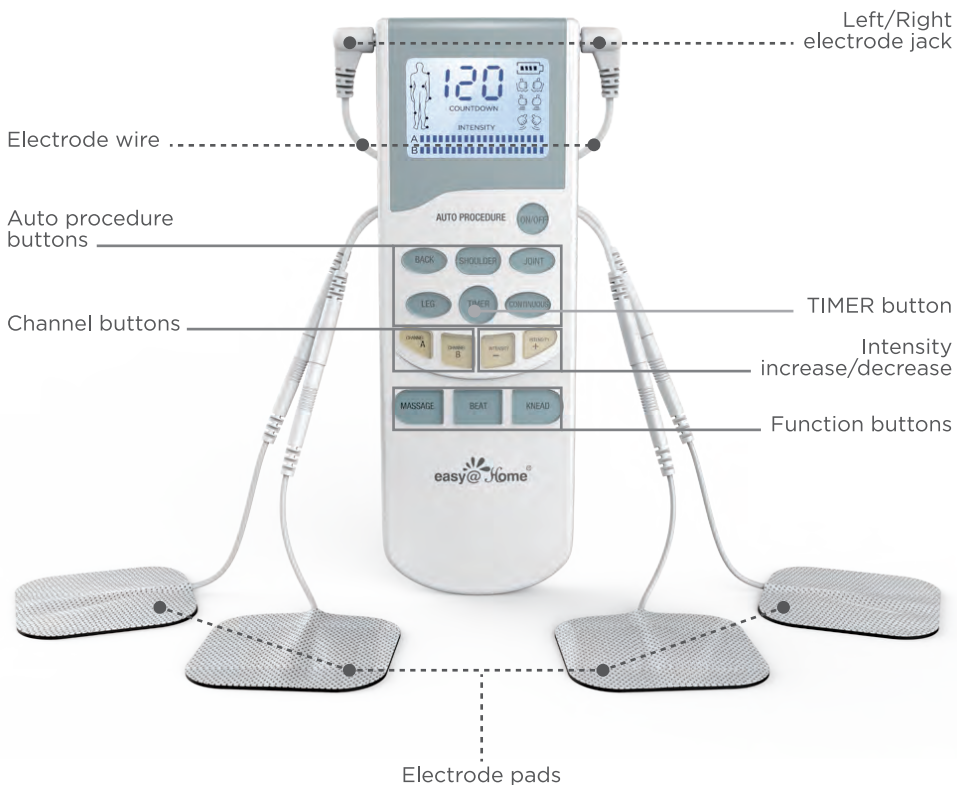
TENS (Transcutaneous Electrical Nerve Stimulation) is one of the most effective forms of drug-free pain relief for various parts of the body; such as the waist, shoulders, joints, hands and feet. TENS delivers micro electric impulses in different frequencies and patterns to the user's skin through adhesive electrode pads such that the underlying nerves are stimulated to trigger the generation of the body's natural painkillers, better known as Endorphins. As the result, the pain and tightness of muscles are relieved. The impulses also trigger stimulation of muscles, which can help strengthen the blood flow and muscle recovery.

The EHE012PRO Electronic Pulse Massager is a professional model of the Easy@Home TENS Unit product line. It comes with two independent output channels, and each channel provides a broader power level of 1-20. The maximum power intensity of each channel is higher than the original EHE009 model by 50% - 80% as the result of the latest Biphasic Waveforms technology and the more powerful rechargeable battery. This powerful, yet very safe unit is not only suitable for any chronic or occasional pain relief, but also good for muscle recovery and relaxation after physical exercise. Many amateur or professional athletes enjoy the benefits as well. In addition, it's rechargeable through DC or USB connection. The rechargeable lithium battery provides this professional unit long-lasting power, which saves your cost of replacement batteries. This portable and convenient unit is FDA approved for OTC (over the counter) use without a prescription.



# HOW TO USE EHE012PRO

As easy as using your TV remote control.



- Unpack the product, adapter/accessories, and charge the device via the USB or DC adapter. The EHE012PRO needs to be charged for up to 8 hours before the first use.
- Connect the electrode pads to the 2 lead wires, and the other end of the lead wires to the left and right output of the device. When dual treatment is not needed, you will only need to connect one of the lead wires with 2 electrode pads to the device.
- Attach one or two pairs of the electrode pads to the treatment area, such as shoulder and/or leg.
- Turn on the device, and the "A" symbol will flash on the screen, indicating the left output (Channel A) is on standby. Press one of the function keys to start treatment, such as SHOULDER or MASSAGE.
- Pressing the INTENSITY (+) and INTENSITY (-) buttons on the device will increase and decrease the intensity of Channel A.
- If you would like to independently adjust the intensity of Channel B, simply press the Channel "B" button once. You will see only the "B" symbol flashing on the screen, and the "A" symbol will stop flashing on the screen. This indicates that only the intensity of Channel "B" will be changed when pressing the INTENSITY (+) and INTENSITY (-) buttons.
- Similarly, when pressing the Channel "A" button you will see only the "A" symbol on the screen flashing, and the "B" symbol will stop flashing on the screen. At this point, you can change the intensity of Channel A by pressing the INTENSITY (+) and INTENSITY (-) buttons.
- Press the function buttons to select the mode you prefer. When treatment is complete, be sure to turn off the device.

**Note:** It is recommended to begin treatment from the lowest intensity (1) and then gradually adjust to a comfortable level on a scale level from 1 to 20 with 20 being the highest intensity.

- You may choose to use either the left side or the right side of the unit, or both, but the electrode pads must be used in pairs to work. Meaning, you cannot use one electrode from each side of the unit.

## HOW TO OPERATE THE PRODUCT

### Determine the area for treatment.

Common areas for treatment include; the shoulders, neck, back, legs, wrists, ankles.



### Attach electrode pads to the desired area.

Once you decide the desired muscles or joints you wish to treat, attach two of the electrode pads, after plugging them in to the lead wires. Our high-quality electrode pads attach easily to the treatment area, so there is no need to press down too hard. The pads were designed to remain attached during the treatment. The pads are covered with a gel that facilitates the transfer of the micro-currents to your skin. Over time, these pads will wear out and must be replaced.



## YOU CAN EXTEND THE LIFE OF THE PADS BY FOLLOWING THESE PRACTICES:

- Always cleanse the skin with soap and water before attaching the electrode pads. (The skin should be completely dry before treatment.)
- Replace the pads on the plastic sheet when not in use. The life of the pads can be reduced significantly if they are exposed to air between uses, or touched by any other surface such as; clothing, fingertips, carpet, etc.
- When the pads begin to lose their adhesion they will need to be replaced.

### **Press the ON/OFF button to have the device stand by.**

This turns on your device. The letter "A" should appear on the screen, letting you know that the TENS is ready to begin treatment.

### **Select an automated massage program.**

One of the features of the easy@Home EHE012PRO are the preset massage programs. Each muscle group responds differently to various electronic pulses, and we've organized these programs for your convenience. You can use ANY mode on ANY area to be treated, these are only suggestions.

### **Adjust the intensity as needed.**

Once you've selected a massage program, adjust the intensity to find the setting that feels best. You have control over the intensity of the pulses to ensure that you're getting the desired results.

## POSITIONS OF USE

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YOU CAN PLACE THE ELECTRODE PADS ON MANY AREAS OF THE BODY



### JOINTS

Athletes and arthritis sufferers really feel the painful effects of tight joints. Use electrotherapy to massage these areas to bring comfort and relief. Experiment with the placement of the pads to find the position that brings the most relief to you.



### FOREARMS

Carpal tunnel can be extremely painful, and can greatly limit your ability to use your hands and arms. TENS therapy can help alleviate the pain from this and similar ailments. This can be a sensitive area for some individuals; we recommend to start out treatment at the lowest setting, and increase gradually as needed.



### SHOULDERS

Improper posture, book bags, sports injuries, and natural wear and tear can create stress on our shoulders. This type of muscular stress can potentially be dangerous if it's chronic, due to the proximity of the neck. To relieve yourself of discomfort and pain, use the easy@Home Electronic Pulse Massager EHE012PRO on your shoulders. Start with the electrode pads on either side of the center of the painful area, and adjust the distance of the pads to the center of the source of the pain for the best results.





## WAIST

Sitting for too long, having weak hip flexors, or exercising can aggravate pain in our hips and waist. To alleviate tension or pain, attach the electrode pads around your waist and lower back. Space the pads from 2 inches to 6 inches apart for the best results.



## THIGHS

Bicyclists know the incredible stress and strain that your thigh muscles can experience. Since these large muscles are so crucial to our mobility, it's important to take care of them and help them relax. Placing the electrode pads on the top and back side of your thighs is an easy way to relax and de-stress this area.



## FEET

Wearing high heels, running, walking, or unexpected trauma can cause muscle spasms, and pain in our feet. These muscles are some of the smallest in our body, but also, some of the most important. To relieve your feet of the daily stress they endure, attach the electrode pads to the soles of your feet. The pads can also be used on your ankles, and the tops of your feet.

## BEST PRACTICES

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To enhance and ensure the desired results, each treatment should last approximately 10-30 minutes.

This ensures that the muscles and deep tissue are stimulated enough to elicit positive results. Using the massager for anything shorter than 10 minutes won't allow your system to adapt for positive changes, but there are typically no side effects from longer treatment time. The perfect sweet spot for the best results is 10-30 minutes for most individuals.

**To maximize results, use at least once a day - or more, if desired.**

Think of TENS as a type of massage. You will definitely want to use the easy@Home Electronic Pulse Massager EHE012PRO at least once a day to see consistent results in relieving your pain. Using your TENS once a week, or every once in a while does not allow you to take full advantage of its benefits.

**Intensity and speed are up to you.**

Your level of comfort will determine the intensity and speed used. The easy@Home EHE012PRO should never be uncomfortable - it is pain therapy, after all! Some may be tempted to believe that higher speeds and intensities mean better results, but it's the consistent use and application that yields the best results.

**Clean the device consistently for your safety.**

Bacteria from your skin and sweat can grow on the electrode pads. They will need replacement over time. To ensure cleanliness and extend the life of the pads, wipe the device with a moistened cloth from time to time. This will prevent the growth of unwanted germs and dirt.

**Purchase electrode pad replacements as needed.**

The electrode pads aren't permanent. They're disposable and will lose their ability to stick to your body over time. It is recommended to purchase pad replacements when the pads lose adhesion. To ensure the best experience possible, always use genuine easy@Home accessories.

## FAQ

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### Why aren't I experiencing any results?

Remember that your body is a complex organism. While you might feel rejuvenated after your first treatment, it takes time for long lasting benefits to become apparent. Similar to exercise, those who stick to a regular regimen experience the best results. Since the 1850s, many have experienced the immeasurable benefits of TENS, and now you can too from the comfort of your home! The easy@Home EHE012PRO is the premier electronic therapy device on the market.

### Why is the stimulation weak or nonexistent?

Since the easy@Home EHE012PRO is such a powerful device, the lack of stimulation means that it probably isn't connected properly. Ensure that all of the electrode pads are closely connected with the skin and that all wires are plugged into the device. Make sure you are using the electrode pads in pairs of two or four, and that each pair is connected to one lead wire. Disconnect the cables and try reconnecting to ensure that the electrode pads do not touch each other. Make sure the batteries are charged; weak batteries are the main cause of weak or non-existent pulses.

### Why is my skin red or feeling numb?

If your skin is feeling numb, then either the treatment is too powerful, or you may be overusing the device. Reduce usage or lower the intensity of the treatment. If your skin becomes red or a rash develops, you may be having a reaction to the gel on the pads. However, particularly sensitive people may experience redness or rash. If this happens, discontinue use immediately and consult a medical professional.

### Why won't my pads stick to my skin?

Over time, the pads will lose adhesion and must be replaced. This is normal. Our pads are specifically designed to be long-lasting, and are made using solid-core carbon and American-sourced gel, certified latex-free, for maximum uses. Not only does this provide a sanitary experience, it ensures that the electrode pads are always working for your convenience. You can extend the life of the pads by following our best practice instructions on page 8.

## Why won't my device turn on?

Check if the battery is out of power. If so, charge the device. The unit is "ON" when the letter "A" appears on the LCD display, but DOES NOT begin treatment until you choose a treatment type, and increase the intensity.

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## CONSIDERATIONS

### CAUTION:

The easy@Home EHE012PRO TENS unit is not a replacement for professional medical advice or counseling. Always seek the advice of a medical professional before any type of self-treatment.



### PRODUCT WARRANTY INFORMATION

Easy Healthcare Corporation warrants this product in adherence to point of purchase. All parts and labor are included during this period. Should you require repair or replacement during the point of purchase warranty period, please contact us at 1-855-822-6999 M-F 9am-5pm CST, or email [service@healthcare-manager.com](mailto:service@healthcare-manager.com) for return information. Please retain your sales receipt or invoice, as it will be required to receive service under this warranty. Out-of-warranty service is provided on a case-by-case basis. A fee for repair for replacement may apply on out of warranty devices.

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## SAFETY WARNINGS

### DANGER!

- Do not use this device if you have an implanted defibrillator or implanted metallic devices. Such use could cause electrical shock, burns, electrical interference or death.
- Do not use this unit if you are wearing electronic medical devices for monitoring health functions.
- Simultaneous connection of a patient to h.f. surgical equipment may result in burns at the site of the stimulator electrodes, and possible damage to the stimulator.

### WARNING!

IF YOU HAVE ONE OF THE FOLLOWING CONDITIONS, PLEASE CONSULT WITH YOUR PHYSICIAN BEFORE PURCHASING OR USING THIS DEVICE.

Acute disease, malignant tumor, infectious disease, pregnant, heart disease, high fever, abnormal blood pressure, lack of skin sensation or an abnormal skin condition,

and any condition requiring the active supervision of a physician. No modification of this equipment is allowed. There are no user-serviceable parts inside.

## NOTICE!

- Do not use this device while driving.
- Do not use this device while sleeping.
- Do not use this device in high humidity areas such as a bathroom.
- Keep the device away from wet, high temperature and direct-sunlight.
- Keep this device out of the reach of children.
- Stop using this device at once if you feel pain, discomfort, dizziness or nausea, and consult your physician.
- Do not attempt to move the electrode pads while the device is operating.
- Do not use the device around the heart, on the head, mouth, pudendum or blemished skin areas.

### DO NOT APPLY STIMULATION OF THIS DEVICE IN THE FOLLOWING CONDITIONS:

- Across the chest because the introduction of electrical current into the chest may cause rhythm disturbances to the heart, which could be lethal.
- Over open wounds or rashes, or over swollen, red, infected, or inflamed areas or skin eruptions (e.g., phlebitis, thrombophlebitis, varicose veins). Apply stimulation only to normal, intact, clean, healthy, and adult skin.
- In the presence of electronic monitoring equipment (e.g., cardiac monitors, ECG alarms). The electronic Stimulator may not operate properly when the TENS device is in use.
- While operating machinery, or during any activity in which electrical stimulation can put you at risk of injury.
- On children.

### CLEANING AND MAINTENANCE

Please use water or neutral detergent to clean the device first, and then, using a dry cloth, wipe it again. The electrode pads included with the device are disposable, and should be replaced when their adhesiveness becomes worse. Contact the seller for replacements. Do not let the sticky side of the pad touch anything, including finger tips (to avoid natural oils).

## MEDICAL WARNINGS:

- Consult with your physician before using this device. The simulation with the device may:
  - i. cause lethal rhythm disturbances to the heart in susceptible individuals.
  - ii. disrupt the healing process after a recent surgical procedure.
- The device is not effective for pain of central origin, including headache.
- The device is not a substitute for pain medications, and other pain management therapies.
- The device has no curative value.
- The device is a symptomatic treatment and, as such, suppresses the sensation of pain that would otherwise serve as a protective mechanism.
- The user may experience skin irritation, burns or hypersensitivity due to the electrical stimulation, or electrical conductive medium (gel).
- If the user has suspected or diagnosed epilepsy, the user should follow precautions recommended by his or her physician.
- Use caution if the user has a tendency to bleed internally, such as following an injury or fracture.
- Use caution if stimulation is applied over the menstruating uterus.
- Use caution if stimulation is applied over areas of skin that lack normal sensation.
- Stop using the device if the device does not provide pain relief.
- Use this device only with the leads, electrodes, and accessories that the manufacturer recommends.
- Operation in close proximity (e.g. 1 m) to a shortwave or microwave therapy equipment may produce instability in the stimulator output.
- Dispose of the device in accordance with local laws and regulations.
- This unit has been thoroughly tested and inspected to assure proper performance and operation.
- This machine should not be used adjacent to or stacked with other equipment and that if adjacent or stacked use is necessary, this machine should be observed to verify normal operation in the configuration in which it will be used.

# SPECIFICATIONS

Relation between the hardware buttons and software-controlled outputs of EHE012PRO

HARDWARE BUTTON	EHE012PRO RESPONSE
ON/OFF	Using the potentiometer switch to turn on or off the output of the device
MESSAGE	Simulating the activity of Massage
BEAT	Simulating the activity of Beat
KNEAD	Simulating the activity of Knead
BACK	An output mixture of the BEAT output for 30 seconds, the KNEAD output for 30 seconds, the MESSAGE output for 30 seconds, the BEAT plus KNEAD outputs for 30 seconds, and the MESSAGE output for 30 seconds.
SHOULDER	The BEAT output
JOINT	An output mixture of the MESSAGE output for 30 seconds, the MESSAGE plus BEAT outputs for 30 seconds, the BEAT output for 30 seconds, the KNEAD output for 30 seconds, the BEAT output for 30 seconds, and the KNEAD output for 30 seconds.
CONTINUOUS	An output mixture of the BEAT output for 60 seconds, the KNEAD output for 30 seconds, the MESSAGE plus BEAT outputs for 30 seconds, the MESSAGE output for 30 seconds, and the BEAT output for 30 seconds.
LEG	An output mixture of the MESSAGE plus BEAT outputs for 30 seconds, the BEAT output for 30 seconds, the MESSAGE output for 30 seconds, the BEAT output for 60 seconds, and the KNEAD output for 30 seconds.
TIMER	The EHE012PRO has variable timer settings. Each press of the "timer" button will alternate the time for the treatment from 20 minutes to 120 minutes.
CHANNEL A/B	Pressing the Channel A/B buttons alerts the EHE012PRO to activate the left side (A) or the right side (B) of the unit. The electrode lead wire and electrodes should be connected to side A or B as chosen. Further selections of modes and intensity will apply to the active channel only.
INTENSITY +/-	The increase / decrease of the output intensity

## UNIT SPECIFICATIONS

- Power Source: DC 3.7 V and 300mA
- Number of Alternating Output Channels: 2
- Timer Range (minutes): 20-120 min
- Weight: 4.48 (oz) 127 (g)
- Dimensions:[W x H x D] 2.24 x 7.57 x 0.76 (in) 57 x 167 x 19.5 (mm)
- Waveform : Biphasic
- Shape: Rectangular
- Maximum Output Voltage: 50V @ 500Ω
- Maximum Output Current: 2mA @ 500Ω
- Pulse Duration: 100 μs
- Frequency: 1-100 Hz

## ENVIRONMENTAL CONDITION FOR OPERATING, TRANSPORT AND STORAGE

- Temperature range: 32-118°F ( 0-48°C)
- Humidity: 10-85%RH
- Atmospheric pressure: 400-1060hPa

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Questions or Comments?

Please call toll-free:

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