

Q1: How do you know when the unit is fully charged? How long does it take to charge for the first time?

It will take 2 hours to fully charge for the first time and the device will blink when it is fully charged. Normally the battery life can last for up to 20 treatments (based on 20 min per treatment) before needing to be fully charged again.

Q2: How to apply TENS pads correctly?

When you use the pads for the first time, remove the plastic film of BLUE color from the enclosed gel electrode pads, and attach the electrode pads to the back of the control unit. The side of electrode pads with WHITE plastic film on is for applying to the skin, DO NOT attach this side to the TENS control unit.

Q3: How does TENS (Transcutaneous Electrical Nerve Stimulation) work?

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.

Q4: What kind of battery does it use?

The Easy@Home Wireless TENS Pulse Massager is rechargeable by DC or USB connection.

Q5: Why won't my device turn on?

Check if the battery is out of power, your device may need to be charged.

Q6: 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.

Q7: Why the stimulation is weak /non-existent?

- Be sure the skin is clean and the pads are firmly attached to the skin.
- The battery is low and needs to be charged.

Q8: What's the frequency to use the TENS unit per day?

The recommended practice is to use 1-2 times per treatment areas per day.

Q9: Why does it keep beeping and blink green light?

Consecutive beeps indicate that the device isn't getting the connection to your skin that it needs. Make sure that the device is attached properly to your skin.

Q10: Where can I purchase the replacement pads?

You can purchase pad replacements from our mainsite by searching "easy@home Tens Pads" on Healthcare-manager.com. The Model No. for this unit is ETP101. (U.S. Domestic only, International customers should contact customer service for other selling sites.)

Q11: Why won't my pads stick to my skin?

Over time, the pads will lose adhesion and must be replaced. Normally, the pads can be used approximately 20 times. If the electrode gel appears dry, add a few drops of water to the electrode gel. Wait a few seconds until the electrode gel absorbs the water, the adhesion becomes better then.

We hope these tips were useful. If you have any inquiries about our products or services feel free to contact us via email, call our customer service at 855.822.6999 M-F 9am-5pm CT or visit us at healthcare-manager.com