

### **Q1: How does TENS (Transcutaneous Electrical Nerve Stimulation) work?**

Electrode pads are placed precisely on or near the pain area. Soothing pulses are sent from the tens unit through the pads to the skin. The pulses then travel along the connecting nerve fibers suppressing pain signals to the brain. TENS can also encourage the body to produce higher levels of Endorphins and Enkephalin, which are the body's own natural pain killers.

### **Q2: What is the difference between EMS and TENS?**

An EMS (Electrical Muscle Stimulator) is a device that operates along similar principles as TENS, but the two are quite different. EMS devices target muscles with electrical impulses, encouraging pain relief from muscle soreness and muscle pain due to stiffness or other conditions. Other uses for EMS include toning muscles through electrical stimulation.

The electrical signal TENS generates is targeted specifically at nerve centers and nerve pain of the type associated with chronic back pain and other chronic ailments. The two machines serve similar but different purposes.

### **Q3: Will TENS treatment help me relieve my pain?**

TENS is a very effective pain therapy. It is recommended by sports coaches, physiotherapists, pain clinics, doctors and many other medical professionals. As your TENS unit begins to ease your pain, you will be able to decrease the intake of pain killer treatment.

### **Q4: What kind of painful conditions can TENS help?**

- Numerous painful conditions can be helped with TENS including:
- Back pain
- Sciatica
- Tension headaches and Migraines
- Whiplash
- Neck Pain
- Sports Injuries
- Arthritis

- Menstrual Pain (dysmenorrhea)
- Peripheral Nerve Injuries
- Shingles Pain
- Cancer Pain
- Trigeminal Neuralgia (TN)
- Phantom Limb Pain (PLP)
- Aching Joints
- Post-Operative Pain
- Muscle pain and related conditions

### **Q5: What is the length of a treatment session?**

A session can last up to 15 minutes at a time. A counter is included to keep track of your session. It is recommended not to use the TENS for more than 30 minutes at a given time, but can be used for hours at a time. This is meant to extend the life of the electrodes.

### **Q6: Only one side turned on, why?**

The Easy@Home TENS Massager unit has two dials on the side of the unit. Each side controls one of the electrode pad wires that are plugged into the left and right way output located on the top of the unit. You can adjust up to ten impulse levels on each side during each 15 minute treatment session.

### **Q7: The TENS unit will not turn on, why?**

Check that the batteries are placed in properly and aligned to the correct polarity. If you have not used the unit in a while, make sure the batteries used are good. Make sure the check that both side dials are turned on and you made your body selections with snug fit electrode leads and all pads are properly connected.

Tip: Once a session counts down to 0, you must turn off both side dials on the controller and restart a new treatment session. Make sure to check that all connectors are snugly fitted and connected properly before starting a session.

### **Q8: How long does pain relief last?**

It varies per person and individual pain level. Some users' benefit for days after a short treatment. Others users need to re-treat their pain area several times.

### **Q9: Should I prepare the skin before using the electrodes?**

The skin should be cleansed with soap & water or a damp cloth & dried before applying the electrodes to the area. This will also enhance the life of the electrode pads.

**Q10: When do the electrodes need replacing?**

Eventually, the lubricant on the electrodes will lose its' adherence and stop sticking. This is when you need to find a replacement. Electrodes that become wet from sweat or water, and do not stick anymore need to be replaced.

Easy@Home sells affordable replacement pads with up to 4 packs of the pads included.

**Q11: If my skin becomes irritated, what should I do?**

It is rare for the skin to be affected. If the skin becomes red from prolonged use, switch placement of the electrodes. Numbness on the skin may indicate dirty pads or pads that need to be replaced. If a rash appears, stop use immediately.

**Q12: How do I position the electrodes?**

Position the electrodes on top of, or around, the area that is most painful for the most effective results. If you can, use all four electrodes simultaneously. Electrodes ought to be positioned between 0.5 inches to 1.5 inches apart from one another.

**Q13: What does it feel like?**

In normal modes, it can be comparable to the "pins and needles" sensation. It is described as a mild tingling sensation in the area where the electrodes are placed.

**Q14: Does the TEN unit have to be charged?**

No. It comes with 4 AAA batteries. It is ready to use right out of the box.

**Q15: What are the side effects?**

None. Unlike traditional methods of pain relief, which are normally narcotic in nature and highly habit-forming, a TENS unit has no known adverse side effects when used as directed. This is a major reason why doctors are prescribing TENS treatment more and more over traditional pharmaceutical remedies. The TENS units provide safe, effective drug-free treatment. Levels of tolerable treatment varies per person and area of the body. It is recommended to slowly increase the intensity of therapy on designated areas of the body. Too much power output can be too intense and uncomfortable for some individuals.

### **Q16: What are the risks?**

When used according to direction, a TENS unit is perfectly safe and has no adverse risks as long as used correctly. TENS units have been shown in repeated clinical trials and in practice to be 100% safe, posing no long or short-term health risks associated with use. With no side effects and no risks, TENS treatment is proving to be the right choice for more and more doctors and medical professionals.

### **Q17: Who can use it?**

Almost anyone seeking relief from chronic pain caused by any number of ailments, from arthritis to cancer to carpal tunnel syndrome to bursitis to MS, can experience the relief brought about by TENS.

Do not use the product if you have a cardiac pacemaker or an existing cardiac condition, implanted metal devices/screws areas of the body, are pregnant or suffer from epilepsy.

### **Q18: What types of pain cannot be treated with a TENS unit?**

The TENS units are NOT to be used on the face, head, or neck. There are specialized machines with micro currents designed for these specific applications.

### **Q19: Can TENS treatment cure my pain?**

No. It can bring temporary relief without the use of drugs. TENS therapy is also a good adjunct therapy in addition to your regular pain regimen such as heat, cold, wraps, physical therapy and medications.

### **Q20: Can the electrode pads be cleaned in between uses?**

Yes. Clean the pads with a damp cloth. If they are too dirty or your skin feels numb after the pads are cleaned, replace the pads.

**Tip:** As a reminder, Easy@Home sells affordable replacement pads with up to 4 packs of the pads included. Make sure they correspond with you model no. (2x2, 4pk, 16 pads for EHE 009 & EHE 010 models)

**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](http://healthcare-manager.com)**