

# Troubleshooting Guide

If this happens...	Cause	Try this solution...
Device doesn't turn on or nothing visible on display.	No power. Battery power is depleted.	<ul style="list-style-type: none"> <li>• Ensure that the device has been fully charged.</li> <li>• Press and hold ON/+ button for 3 seconds.</li> </ul>
The battery indicated on LCD display flashes continuously.	Limited battery power.	<ul style="list-style-type: none"> <li>• Ensure that the device has been fully charged.</li> </ul>
The device does not seem to be charging.	Limited battery power.	<ul style="list-style-type: none"> <li>• Ensure the USB cable is properly connected in the device and plugged into the AC adaptor and electrical socket.</li> </ul>
The device turns on, but intensity cannot be increased beyond "1" for extended period.	Auto intensity reset safety feature is initiated.	<ul style="list-style-type: none"> <li>• Connect lead wires to device, electrodes to lead wires <u>and place on body part</u>. 2 small or 1 XL electrode pad per channel is required.</li> <li>• Replace used electrode pads. The quality of the gel may be diminished.</li> </ul>
The device turns on, but does not generate electric pulses.	Lead wires or electrode pads are broken or disconnected. Treatment time expired.	<ul style="list-style-type: none"> <li>• Replace/reconnect lead wires.</li> <li>• Ensure lead wires are properly seated in CH1/CH2.</li> <li>• Switch the device to the OFF position and then power ON. Increase treatment time.</li> </ul>