



**PULSE<sup>®</sup>**  
***ULTRA***  
***1200***

Stronger pulse. Maximum relief.

**USER'S MANUAL**

Visit [www.epulsemassage.com](http://www.epulsemassage.com) for more information on e-Pulse<sup>®</sup> products and offers.

Manufactured for and distributed by  
Enovative Technologies, LLC

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## INTRODUCTION

e-Pulse® Ultra 1200 is an advanced neurostimulator that can be used for temporary muscle pain relief, anytime, anywhere. It is the same technology used by healthcare professionals like physical therapists and chiropractors. It offers TENS, EMS, and CES programs to relieve pain and improve muscle performance across many parts of the body, such as:

- **Neck**
- **Shoulders**
- **Arms**
- **Back**
- **Waist**
- **Legs**

***Anytime, anywhere!***



### **WHAT IS TENS?**

Transcutaneous Electrical Nerve Stimulation (TENS) is a type of therapy used to help relieve pain. It works by sending electric pulses to the nerve endings, which block the pain signals sent to the brain.



### **WHAT IS EMS?**

Electrical Muscle Stimulation (EMS) works by eliciting muscle contractions using electric pulses. EMS therapies may help facilitate and improve muscle performance.



### **WHAT IS CES?**

Cranial Electrotherapy Stimulation (CES) is a form of stimulation that applies a small electric current across a person's most sensitive muscle groups and areas to provide soothing relief.

## WARNINGS

1. Consult your physician before using this product, especially if you are currently receiving medical treatment.
2. Stop using if pain becomes worse.
3. Do not use this device if you have a cardiac pacemaker, implanted defibrillator, or other implanted metallic or electronic device(s). Doing so could cause electric shock, burns, electrical interference, or death.
4. Do not use this device if you are pregnant.
5. Do not use this device on the front side of your neck. This may lead to severe muscle spasms resulting in the closing of your airway, difficulty breathing, or adverse effects on heart rhythm or blood pressure.
6. Do not use this product on your chest. Electric pulses may cause disturbances in your heart rhythm and could be harmful.
7. Do not use this product on your face or around the mouth.
8. Do not use this product in or around your groin area.
9. Do not place pads directly over the spine.
10. Do not use this product over open wounds, sores, rashes, or over swollen, irritated, infected skin, or over cancerous lesions.
11. Do not use while driving a vehicle, operating machinery, or during any activity in which electrical pulses may put you or others at risk of injury or death.
12. Do not use this device in the bath or shower.
13. Do not use this device while sleeping.
14. Do not use this device inside electromagnetic fields.
15. Do not use this unit or wires if they are cracked or damaged in any way or form. Do not use this device if you do not know the cause of your pain.
16. Keep this device out of reach of children.

## **PRECAUTIONS**

1. The long-term effects of TENS, EMS, and CES therapies are not known. The statements contained in this manual and product packaging have not been evaluated by the FDA.
2. This product is not a substitute for pain medication or pain management therapies prescribed by your physician.
3. Use caution if using this device in areas of the body with limited sensation.
4. Replace massage pads if the adhesive gel becomes dry or if the pads don't stick to your skin.
5. Massage pads should be used by only one person.
6. Wash your skin thoroughly to remove dirt, oils, lotions, or any other impurities before applying massage pads. Massage pads should only be applied to normal, intact, clean, healthy skin.
7. Dry, damaged, or worn-out massage pads may cause discomfort, irritation, or minor skin burns.
8. We recommend that you only use accessories sold by Enovative Technologies specifically for your device.
9. Using this device near short wave or microwave equipment may cause an unstable power output.
10. Keep your e-Pulse® Ultra clean by wiping with a microfiber cloth. Do not use water.
11. Do not disassemble the unit. Doing so will void the warranty and may result in injury.
12. The size of the massage pads may affect the safety and effectiveness of your therapy. Clean and/or replace your massage pads as directed.

## **ADVERSE REACTIONS**

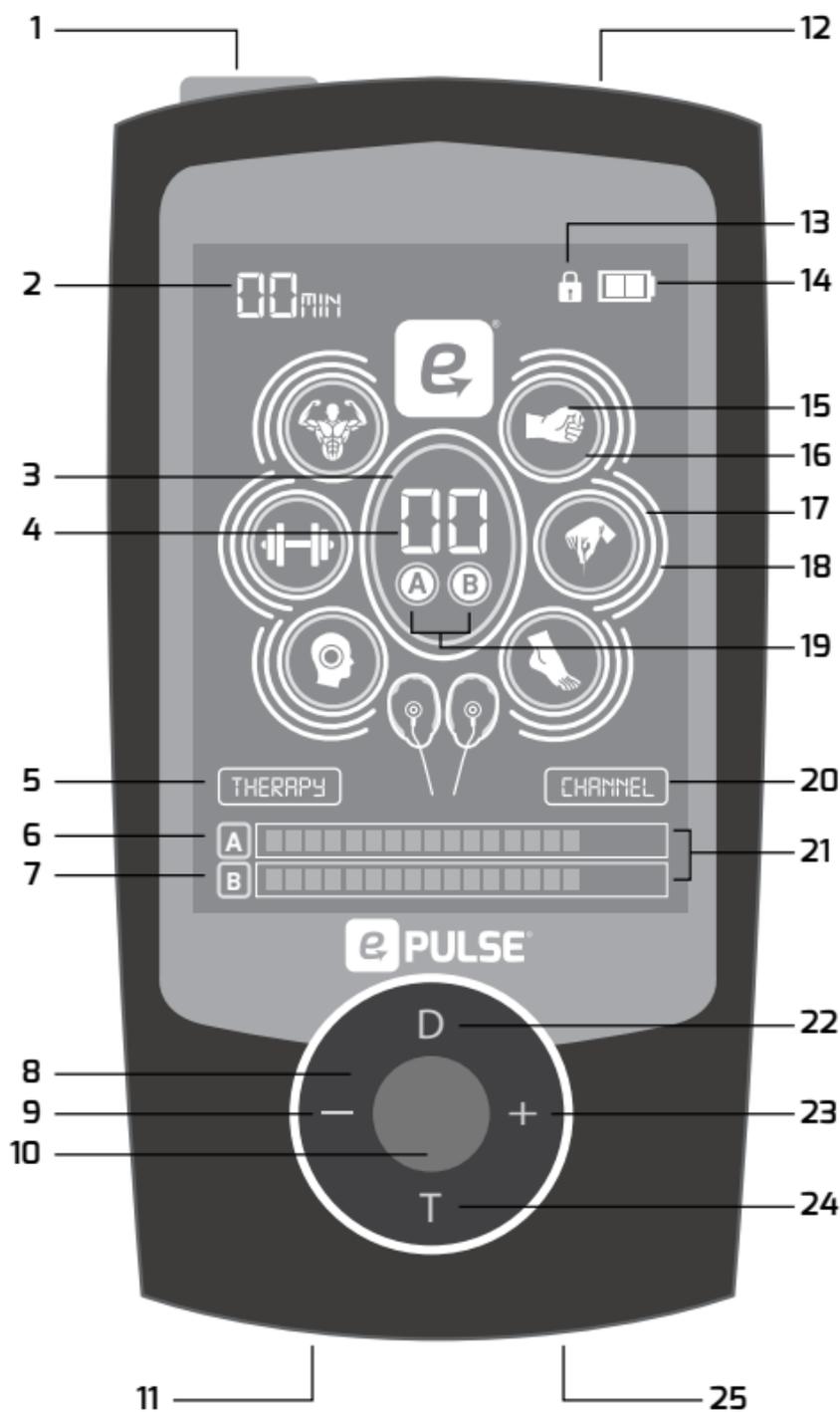
1. If you experience adverse reactions, stop using this device and consult your physician.
2. People with sensitive skin are more prone to skin irritation when using this product.
3. You may experience sore or painful muscles if applying to one area of the body for extended periods of time.

## PRODUCT FEATURES

- Stronger than previous TENS and Portable Massage Stimulators.
- Offers TENS, Electrical Muscle Stimulation, and Cranial Electrotherapy Stimulation benefits
- Color digital display with back lit screen
- Six massage modes combined into 12 unique therapies:  
2 Chopping, 2 Acupuncture, 2 Reflexology, 2 Microcurrent,  
2 Workout, and 2 Russian Stim
- 20 levels of intensity for soft and strong massages
- Independently controlled Channels (A and B) allow you to use two different therapies simultaneously and support up to 4 pads at once
- Adjustable timer (10-60 minutes)
- Extremely portable, lightweight unit with small dimensions
- Long-lasting rechargeable lithium battery
- Two-year limited warranty

<b>Product Name</b>	e-Pulse® Ultra 1200
<b>Voltage</b>	3.7V
<b>Battery Capacity</b>	8000mAh, 29.6Wh
<b>Battery Type</b>	Lithium Polymer Battery
<b>Weight</b>	129.0g
<b>Operating and storage temperature:</b>	50° F – 104° (10°C – 40° C) 30% – 80% relative humidity

# PRODUCT DIAGRAM



## PRODUCT DIAGRAM

1. ON/OFF button
2. Duration (timer)
3. Therapy in-use indicator
4. Active therapy number
5. Therapy control indicator (top of screen active)
6. Channel A active indicator
7. Channel B active indicator
8. Control buttons
9. (-) button for decreasing therapy intensity
10. Center SELECT button
11. Channel A port
12. USB port
13. LOCK/UNLOCK indicator
14. Battery level
15. Therapy icon
16. Active therapy indicator
17. First therapy variation indicator
18. Second therapy variation indicator
19. Active Channel A and Channel B indicator
20. Channel control indicator (bottom of screen active)
21. Intensity level gauge
22. (D) button for adjusting Duration of therapy
23. (+) button for increasing therapy intensity
24. Therapy (T) button for cycling through the different therapies
25. Channel B port

# PRE-PROGRAMMED THERAPIES

THERAPY NAME

ICON

WAVE PATTERN

(01) CHOPPING



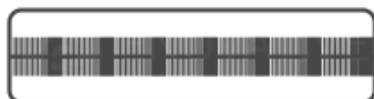
TENS

(02) CHOPPING



TENS

(03) ACUPUNCTURE



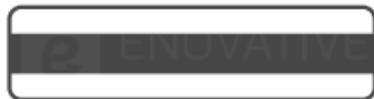
TENS

(04) ACUPUNCTURE



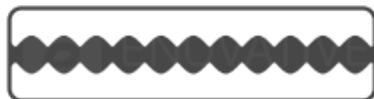
TENS

(05) REFLEXOLOGY



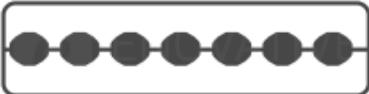
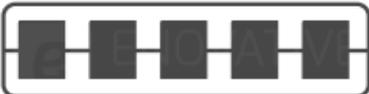
TENS

(06) REFLEXOLOGY



TENS

# PRE-PROGRAMMED THERAPIES

THERAPY NAME	ICON	WAVE PATTERN
<b>(07) MICROCURRENT</b> TENS CES		
<b>(08) MICROCURRENT</b> TENS CES		
<b>(09) WORKOUT</b> EMS		
<b>(10) WORKOUT</b> EMS		
<b>(11) RUSSIAN STIM</b> EMS		
<b>(12) RUSSIAN STIM</b> EMS		

# OPERATING INSTRUCTIONS

**STEP 1 -** SNAP ELECTRODE WIRES to MASSAGE PADS

**STEP 2 -** REMOVE PLASTIC FILM from PADS

**STEP 3 -** PLACE PADS ON SKIN

*(Refer to the Pad Placement Guide for suggestions)*

**STEP 4 -** CONNECT ELECTRODE WIRE to CHANNEL A

*Repeat 1 - 4 for CHANNEL B*

**STEP 5 -** TURN the unit ON

**STEP 6 -** PRESS (T) to CYCLE through THERAPIES

**STEP 7 -** PRESS the CENTER BUTTON to SELECT THERAPY

**STEP 8 -** PRESS - OR + to ADJUST INTENSITY

**STEP 9 -** PRESS the CENTER BUTTON to toggle between CHANNEL A, CHANNEL B, and DUAL CHANNEL CONTROL

*Repeat steps 6-9 to select different therapies for channel A and/or channel B*

**STEP 10 -** PRESS the (D) BUTTON to ADJUST DURATION of the therapy

**STEP 11 -** PRESS and HOLD the CENTER BUTTON for 3 SECONDS to LOCK/UNLOCK the device

## SELECTING YOUR THERAPY

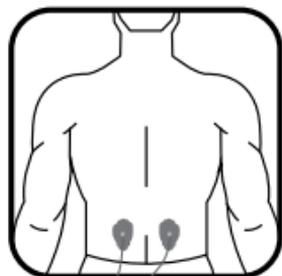
1. Turn the unit ON.
2. PRESS the (T) button to begin selecting your therapy (continue pressing to cycle through each therapy).
3. PRESS the CENTER button to activate your desired therapy (both CHANNEL A and CHANNEL B will be activated by default).
4. PRESS (-) or (+) to modify the INTENSITY of both channels simultaneously.
5. PRESS the (CENTER) button to select CHANNEL A ONLY (the A and B CHANNEL indicator inside the middle circle tells you which CHANNEL you are selecting).
6. At this point you can either adjust the INTENSITY of your therapy or assign a therapy to CHANNEL A ONLY.
7. PRESS(-) or (+) to modify the INTENSITY of CHANNEL A.
8. PRESS the (T) button to assign a therapy to CHANNEL A ONLY (continue pressing the (T) button to cycle through each therapy).
9. PRESS the (CENTER) button to activate your selected therapy.
10. PRESS (-) or (+) to modify the INTENSITY of CHANNEL A.
11. PRESS the (CENTER) button to select CHANNEL B ONLY (the A and B CHANNEL indicator inside the middle circle tells you which CHANNEL you are selecting).
12. PRESS (-) or (+) to modify the INTENSITY of CHANNEL B.
13. PRESS the (T) button to assign a therapy to CHANNEL B ONLY (continue pressing the (T) button to cycle through each therapy).
14. PRESS the (CENTER) button to activate your selected therapy.
15. PRESS (-) or (+) to modify the INTENSITY of CHANNEL B.
16. PRESS the (CENTER) button to select CHANNEL A and CHANNEL B (the CHANNEL INDICATOR inside the middle circle will show both CHANNELS as active).
17. REPEAT STEPS 4 through 15 to change therapies on CHANNEL A and/or B.
18. PRESS the (D) button to adjust the DURATION of your therapy.
19. PRESS and HOLD the (CENTER) button for 3 seconds to LOCK your unit.
20. PRESS and HOLD the (CENTER) button for 3 seconds to UNLOCK your unit.

## PAD PLACEMENT RECOMMENDATIONS

### LOWER/MID/UPPER BACK

*(Warning: Avoid placing pads directly on spine.)*

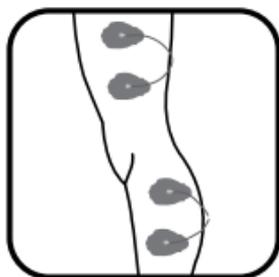
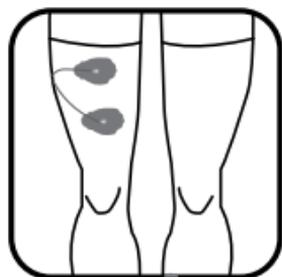
1. Carefully place the massage pads across the targeted area such as your low/mid and/or upper back.
2. Apply to multiple areas simultaneously using four pads, or use 6 pads with the optional dual connector.
3. Place pads vertically when pain extends across a significant distance of your back.



### LEGS

*(Warning: Avoid placing pads close to your groin area.)*

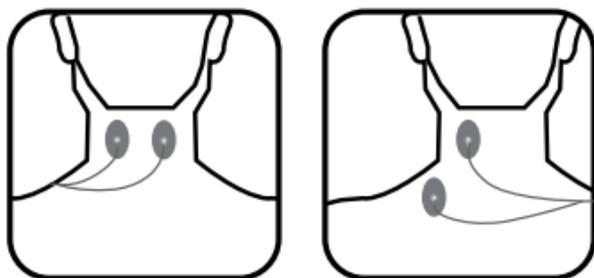
1. Carefully place the massage pads on either side or across the targeted area such as your ankle, across the length of your shin, around your calf, knee, hamstring, or across your thigh.
2. Apply to multiple areas simultaneously using four pads, or use 6 pads with the optional dual connector.
3. Place pads vertically when pain extends across a significant distance of your legs or in either side when applying to a smaller area.



## NECK

*(Warning: We recommend using small pads for effective results. Avoid placing close to your head, and the front and side of your neck.)*

1. Carefully place two massage pads across the targeted area of your neck.
2. Place pads vertically when pain extends across a significant distance between your neck and shoulder.
3. Avoid placing pads too close to your head or near the esophagus or windpipe.



## SHOULDERS

*(Warning: Avoid placing pads close to your heart.)*

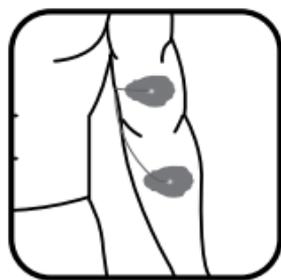
1. Carefully place two massage pads horizontally across the area of your trapezoids.
2. Place pads in a parallel position for rotator cuff ailments.



## ARMS AND HANDS

*(Warning: For hands and wrist we recommend using small size pads or the e-Pulse® Massage Gloves, which are sold separately.)*

1. Carefully place the massage pads on either side or across the length of your forearm, around your elbow, or across your bicep and/or triceps.
2. Apply to multiple areas simultaneously using four pads, or use 6 pads with the optional dual connector.
3. Place pads vertically when pain extends across a significant distance of your arms or on either side when applying to a smaller area.



## HEAD

1. We recommend using the e-Pulse® Auricular Ear Clips (sold separately) to relieve headaches or stress, or small electrode pads placed over your Temporomandibular joint (TMJ) to relieve pain associated with TMJ disorders.
2. **ONLY USE MICROCURRENT THERAPY (07 or 08) on your head or jaw areas. Recommended duration of therapy is 10 to 20 MINUTES.**



## LIMITED WARRANTY

Your new e-Pulse® device comes with a 2-year manufacturer warranty. Please register your device and activate your 2-year warranty at [www.epulsemassage.com](http://www.epulsemassage.com).

Protect your investment! You must register your device within 30 days of purchase. You will need your device's serial number and your purchase receipt to complete your warranty registration.

This warranty guarantees the product to be free from defects in material and workmanship for a period of 2 years from the date of accessories purchase. The warranty covers only the device and not any pads or accessories. The product warranty does not cover damage caused by misuse, abuse, accident or attachment of any unauthorized accessory, alteration to the product or any other conditions that are caused by improper or erroneous use of the device. The warranty is only valid if the product is purchased and used in the USA, Canada, or the United Kingdom. All warranty exchanges are subject to a \$12.99 shipping & handling fee and require proof of purchase in the form of the original purchase receipt. Please contact us at (844)-437-8573 to process any warranty claims or if you have any questions about our warranty policy.



**EXTEND THE MANUFACTURER'S 2-YEAR WARRANTY  
TO A LIFETIME WARRANTY! VISIT US AT  
[WWW.EPULSEMESSAGE.COM](http://WWW.EPULSEMESSAGE.COM)  
OR CALL US AT (844)-4-EPULSE (37-8573).**

## RECOMMENDED THERAPIES

Experiment with different therapies until you find those that work best for you. Only use MICROCURRENT therapies (07 or 08) near your head. Some recommendations follow:

### LEGS

For common leg problems associated with sore and aching muscles due to strain from exercise or normal activities:

1. We recommend a TENS therapy such as CHOPPING (01 or 02) for a minimum of 10 MINUTES.
2. Another great therapy for leg pain is ACUPUNCTURE (03 or 04), and set the DURATION to 20 or 30 MINUTES.
3. If you are looking to facilitate or improve a group of muscles, use EMS therapy WORKOUT (09 or 10) or RUSSIAN STIM (11 or 12). Set the DURATION to at least 10 MINUTES and increase the INTENSITY to as high as you can tolerate.

*SUGGESTED ACCESSORY: For large muscle groups, we suggest using the e-Pulse® Massage Brace (sold separately). For lower leg or foot pain, the e-Pulse® Massage Shoes and Massage Socks are an excellent alternative (both sold separately).*

### BACK AND WAIST

For common back problems associated with sore and aching muscles due to strain from exercise or normal activities on the upper back, lower back, or waist area:

1. We recommend a TENS therapy such as ACUPUNCTURE (03 or 04) and set the DURATION to at least 10 MINUTES.

2. Another great therapy for back pain is REFLEXOLOGY (05 or 06), and set the DURATION to 20 or 30 MINUTES.
3. If you are looking to facilitate or improve a group of muscles, use EMS therapy WORKOUT (09 or 10) or RUSSIAN STIM (11 or 12). The recommended DURATION of therapy is at least 10 MINUTES and increase the INTENSITY to as high as you can tolerate.

*SUGGESTED ACCESSORY: The e-Pulse® Workout Belt has been specifically designed for the lower back and abdominal muscles. For large muscle groups, we also suggest using the e-Pulse® Massage Brace (both sold separately or in bundles).*

## **NECK**

For neck problems associated with sore and aching neck muscles due to strain from exercise or normal activities:

1. We recommend a TENS therapy such as MICROCURRENT (07 or 08) and set the DURATION to 20 or 30 MINUTES.
2. If you are using the AURICULAR EAR CLIPS, we recommend using the same MICROCURRENT (07 or 08) and set the DURATION to 20 or 30 MINUTES.

*SUGGESTED ACCESSORY: For neck pain, we suggest you use small massage pads which are ideal for smaller muscle groups.*

## **SHOULDERS**

For common shoulder problems associated with sore and aching muscles due to exercise or normal activities:

1. We recommend a TENS therapy such as REFLEXOLOGY (05 or 06) and set the DURATION to 10 MINUTES.

2. Another great therapy for shoulder pain is CHOPPING (01 or 02) and set the DURATION to 20 or 30 MINUTES.
3. If you are looking to facilitate or improve a group of muscles, we recommend EMS therapy such as WORKOUT (09 or 10) or RUSSIAN STIM (11 or 12). Set the DURATION to at least 10 MINUTES and increase the INTENSITY to as high as you can tolerate.

## **ARMS**

For common arm problems associated with sore and aching muscles:

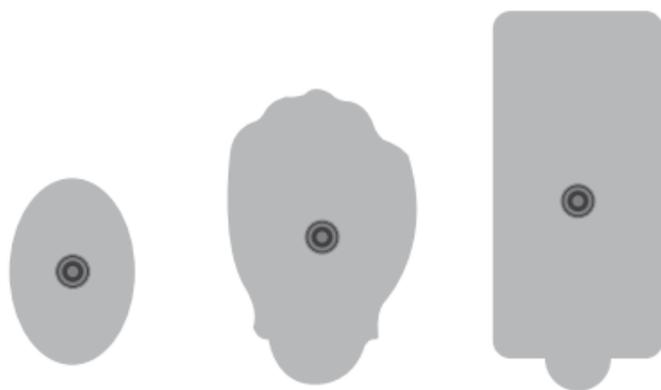
1. We recommend a TENS therapy such as ACUPUNCTURE (03 or 04) and set the DURATION to 10 MINUTES.
2. Another great therapy for arm pain is CHOPPING (01 or 02), and set the DURATION to 20 or 30 MINUTES.
3. If you are looking to facilitate or improve a group of, we recommend an EMS therapy such as WORKOUT (09 or 10) or RUSSIAN STIM (11 or 12). Set the DURATION to at least 10 MINUTES and increase the INTENSITY to as high as you can tolerate.

*SUGGESTED ACCESSORY: The e-Pulse® Massage Brace (sold separately) is a versatile accessory that can be used to relieve shoulder pain as well as other parts of the body. It is specifically design to be used on medium to large muscle groups.*

## CLEANING AND STORAGE

### CLEANING AND STORING THE PADS:

1. Turn your unit OFF.
2. DISCONNECT the electrode wires from the unit.
3. DISCONNECT the massage pads from the electrode wires.
4. Gently rub a few drops of water on the adhesive gel using your fingertips until all impurities have been rubbed away.
5. You can also wash the pads under slow running cold water for several seconds while gently rubbing the adhesive gel with your fingertips.
6. DO NOT use a sponge, cloth, detergents, chemicals, or soap.
7. We recommend washing the pads every 5 uses. Do not over-wash your pads.
8. Place the massage pads on the pad holder by sticking them to the sides of the holder and let dry completely.
9. DO NOT wipe with a tissue or cloth.
10. Do not keep in areas subject to direct sunlight, high or low temperatures, high humidity, near fire, or electricity.
11. If you follow these care instructions carefully, your pads should last for multiple uses.



**REPLACEMENT PADS CAN BE PURCHASED ONLINE AT  
[WWW.EPULSEMASSAGE.COM](http://WWW.EPULSEMASSAGE.COM)  
OR BY CALLING (844)-437-8573.**

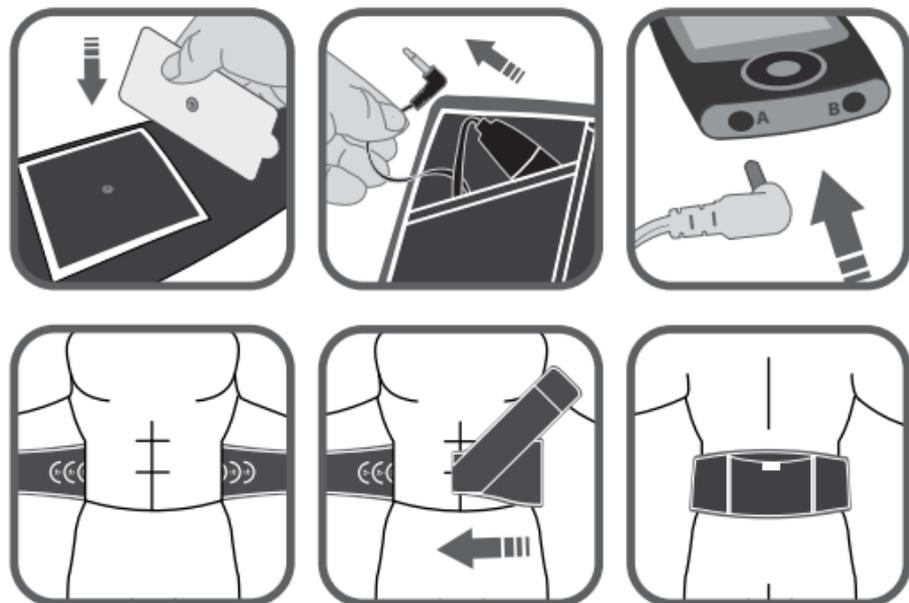
#### **CLEANING AND STORING THE UNIT:**

1. Turn the unit OFF.
2. DISCONNECT the electrode wires from the unit.
3. Gently wipe the unit with a microfiber cloth.
4. DO NOT use water or chemicals on this device.
5. STORE the unit in a safe and convenient place away from the reach of children.
6. Do not keep in areas subject to direct sunlight, high or low temperatures, high humidity, near fire, or electricity.
7. DO NOT wrap the wires around the unit because it may damage the wires.

## AVAILABLE ACCESSORIES *(Sold separately or in bundles.)*

### WORKOUT BELT

e-Pulse® Workout Belt can provide relief to common problems associated with sore and aching muscles on the back and waist area.



1. Snap the Jumbo massage pads to the connectors located on the inside of the workout belt.
2. Pull out the wire on the front of the belt and connect to your device.
3. Carefully wrap the e-Pulse® Workout Belt around your torso with the inside of the belt facing your lower back or abs, depending on your therapy preference. Fasten the Velcro ends together.
4. Turn ON your device and press the (T) button to start selecting your therapy.

5. For lower back pain, we recommend a TENS therapy such as CHOPPING (01 or 02) and set the DURATION to 10 MINUTES. Another great therapy is ACUPUNCTURE (03 or 04), and the recommend DURATION of therapy is at least 20 to 30 MINUTES.
6. If you are looking to facilitate or improve your ab muscles, use EMS therapy WORKOUT (09 or 10) or RUSSIAN STIM (11 or 12). The recommended DURATION of therapy is at least 10 MINUTES and increase the intensity to as high as you can tolerate.

## MASSAGE SHOES

e-Pulse® Massage Shoes can provide relief to common aches and soreness in the lower extremities.

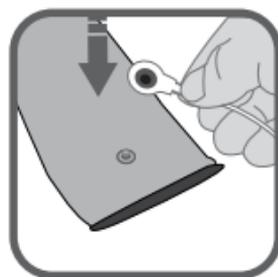


1. Connect the electrode wires to the e-Pulse® Massage Shoes connectors.
2. Connect the wires to your device and turn ON.
3. Press the (T) button to cycle through and select your therapy.

4. For foot soreness and aches, we recommend a TENS therapy such as REFLEXOLOGY (05 or 06) for a minimum of 10 MINUTES. Another great therapy is ACUPUNCTURE (03 or 04), and the recommended DURATION of therapy is 20 to 30 MINUTES.

## MESSAGE SOCKS

e-Pulse® Massage Socks can provide relief to common aches and soreness in the lower extremities.



1. Connect the electrode wires to the e-Pulse® Massage Socks connectors.
2. Connect the wires to your device and turn ON.
3. Turn ON your device and press the (T) button to cycle through and select your therapy.
4. For lower leg aches, we recommend a TENS therapy such as REFLEXOLOGY (05 or 06) for a minimum of 10 MINUTES. Another great therapy is ACUPUNCTURE (03 or 04), and the recommended DURATION of therapy is 20 to 30 MINUTES.

## MESSAGE GLOVES

e-Pulse® Massage Gloves can provide relief to common aches and soreness in the upper extremities.



1. To start your therapy, make sure you wash and dry your hands and wrists thoroughly to remove oils, lotions, dirt or any topical impurities.
2. Connect the electrode wires to the e-Pulse® Massage Gloves connectors
3. Put on the Gloves and turn ON your device.
4. Press the (T) button to cycle through and select your therapy.
5. For aches, we recommend a TENS therapy such as ACUPUNCTURE (03 or 04) and set the DURATION to 10 MINUTES. Another great therapy for hand pain is CHOPPING (01 or 02), and the recommend DURATION of therapy is 20 to 30 MINUTES.

## MESSAGE BRACE

e-Pulse® Massage Brace can provide relief to common problems associated with sore and aching muscles in a number of different areas of the body.



1. Connect the electrode wires to the brace connectors.
2. Connect the wires to your device and turn ON.
3. If desired, spray a small amount of the e-Pulse® Conductive Spray (sold separately) on the brace.
4. Carefully wrap the e-Pulse® Massage Brace around your waist, your shoulders, arms, or legs with the inside of the brace covering the targeted area, then fasten the Velcro ends together.
5. Press the (T) button to cycle through and select your therapy.
6. For general aches and soreness, we recommend a TENS therapy such as REFLEXOLOGY (05 or 06) and set the DURATION to 10 MINUTES. Another great therapy is ACUPUNCTURE (03 or 04), and the recommended DURATION of therapy is at least 20 to 30 MINUTES.

## AURICULAR EAR CLIPS

e-Pulse® Auricular Ear Clips can provide relief to common neck soreness. Now, there is a drug-free therapy that can actually help relieve your aches by providing Cranial Electrical Stimulation (CES).



1. Clip the ear clips to your earlobes. Remove any earrings or jewelry before attaching.
2. Connect the e-Pulse® Auricular Ear Clips to your device.
3. Turn ON your device and press the (T) button to cycle through and select your therapy.
4. ONLY USE EAR CLIPS WITH MICROCURRENT THERAPY (07 or 08) AT A LOW INTENSITY. The recommended DURATION of therapy is 10 to 20 MINUTES.

**FOR ADDITIONAL INFORMATION ON E-PULSE® PRODUCTS  
AND ACCESSORIES, VISIT US AT  
[WWW.EPULSEMESSAGE.COM](http://WWW.EPULSEMESSAGE.COM)  
OR BY CALLING (844)-437-8573.**



# TROUBLESHOOTING GUIDE

PROBLEM	POSSIBLE CAUSE	SOLUTION
<b>I can't feel anything</b>	<ul style="list-style-type: none"><li>• Battery is dead</li><li>• Massage pad is dry, dirty, or does not stick</li><li>• Damaged massage pad and/or electrode wire</li><li>• Using only 1 pad</li><li>• Bad Channel port</li><li>• Skin is too dirty, oily, or hairy</li></ul>	<ul style="list-style-type: none"><li>• Recharge the battery</li><li>• Clean or replace the massage pad(s)</li><li>• Replace electrode wire(s) and/or massage pad(s)</li><li>• ALWAYS USE 2 PADS</li><li>• Test Channel port A with pads on. Then test Channel B with pads on. If one of the Channels works but one doesn't, you may have a bad port. Contact Customer Support.</li><li>• Wash skin thoroughly to remove dirt, oils, lotions, and any impurities (Shave if needed)</li></ul>
<b>Irregular pulse</b>	<ul style="list-style-type: none"><li>• Poor connection</li><li>• Damaged massage pad and/or electrode wire</li><li>• Massage pad is dry, dirty, or does not stick</li><li>• Skin is too dirty, oily, or hairy</li><li>• Pads overlapping</li></ul>	<ul style="list-style-type: none"><li>• Reconnect unit to electrode wire</li><li>• Replace electrode wire and/or massage pad(s)</li><li>• Wash skin thoroughly to remove dirt, oils, lotions, and any impurities (Shave if needed)</li><li>• Make sure pads do not overlap</li></ul>
<b>Pulse is not strong enough</b>	<ul style="list-style-type: none"><li>• Low battery</li><li>• Damaged massage pad and/or electrode wire</li><li>• Massage pad is dry, dirty, or does not stick</li><li>• Using only 1 pad</li></ul>	<ul style="list-style-type: none"><li>• Recharge battery</li><li>• Replace electrode wire and/or massage pad</li><li>• Recharge the battery</li><li>• Clean or replace the massage pad</li><li>• ALWAYS USE 2 PADS</li></ul>

## TROUBLESHOOTING GUIDE

PROBLEM	POSSIBLE CAUSE	SOLUTION
<p><b>Pulse surges unexpectedly</b></p>	<ul style="list-style-type: none"> <li>• Poor connection</li> <li>• Massage pad is dry, dirty, or does not stick</li> <li>• Damaged massage pad(s) and/or electrode wire(s)</li> </ul>	<ul style="list-style-type: none"> <li>• Reconnect unit to electrode wire</li> <li>• Clean skin and massage pad(s) per instructions</li> <li>• Replace electrode wire(s) and/or massage pad(s)</li> </ul>
<p><b>Strong muscle spasms</b></p>	<ul style="list-style-type: none"> <li>• Intensity is too high</li> <li>• Massage pads are too close together</li> </ul>	<ul style="list-style-type: none"> <li>• Decrease intensity</li> <li>• Adjust placement of massage pad(s) (Refer to our Placement Guide for suggestions)</li> </ul>
<p><b>Skin turns red and/or irritated</b></p>	<ul style="list-style-type: none"> <li>• Intensity too high</li> <li>• Damaged massage pad and/or electrode wire</li> <li>• Massage pad is dry, dirty, or does not stick</li> </ul>	<ul style="list-style-type: none"> <li>• Replace massage pad(s)</li> <li>• Clean skin and massage pad(s) per instructions</li> </ul>
<p><b>Therapy does not relieve pain</b></p>	<ul style="list-style-type: none"> <li>• Massage pads are too far apart</li> <li>• Intensity is too low</li> <li>• Skin not clean</li> <li>• You may be suffering from a chronic or serious condition</li> </ul>	<ul style="list-style-type: none"> <li>• Adjust placement of massage pad(s) (Refer to our Placement Guide for suggestions)</li> <li>• Increase intensity</li> <li>• Clean skin and massage pad(s) per instructions</li> <li>• Consult your physician</li> </ul>
<p><b>Screen does not turn on</b></p>	<ul style="list-style-type: none"> <li>• Dead battery</li> </ul>	<ul style="list-style-type: none"> <li>• Recharge battery</li> </ul>