**TROUBLESHOOTING:**

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| **PROBLEM** | **CAUSE** | **SOLUTION** |
| One pad feels stronger than other. | This is normal. Different areas of your body will react differently. | Nothing needs to be done. Make sure the pads are moist and area making good contact. |
| During the stimulation, the skin feels a painful burning sensation or the stimulation becomes weakened. | Adhesive gel pads are not adhering firmly to the skin. Or the gel pads are too dry. | Apply a few drops of water to adhesive surface of each pad and make sure the pads are pressed firmly to the skin during application. |
| Unit is on, but no sensation is felt in the pads | Both pads are not firmly on the skin. Or there is a loose connection. Or the intensity level needs to be increased. | Make sure both pads are firmly pressed to the skin. Make sure all connections are secure from the unit to the wires and the wires to the pads. Increase the intensity level. |
| Adhesive gel pads do not stick to skin even after cleaning and moistening the gel pad. | Adhesive gel pads need to be replaced. | Replace the set of pads |
| Does not provide adequate pain relief. | Not using it long enough or frequently enough.  | Use your stimulation 20-30 minutes at a time, 3-6 times per day. |
| The intensity is not felt. Very weak intensity level. | Battery is low | Please recharge the battery  |
| The skin turns red or the skin feels irritated. | Do you have sensitive skin? | Hypoallergenic electrodes are available. |
| The intensity is not felt. Very weak intensity level | Is the intensity”1”? | Press the + up button. |
| The intensity is not felt. Very weak intensity level | Is the adhesive surface of pads dirty or dry? | Wash adhesive surface of pads softly with your fingertips for about 3 seconds under slow running water. |
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| The intensity is not felt. Very weak intensity level | Are the two pads attached properly to body? | Refer to the Pad Placement Guide and attach correctly. |