



CIRCULATION

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- Arthritis
- Joint pain
- Back and Neck pain
- Fibromyalgia
- Muscle Pain
- Neuropathic Pain
- Chronic Pain
- Acute Pain
- Injury







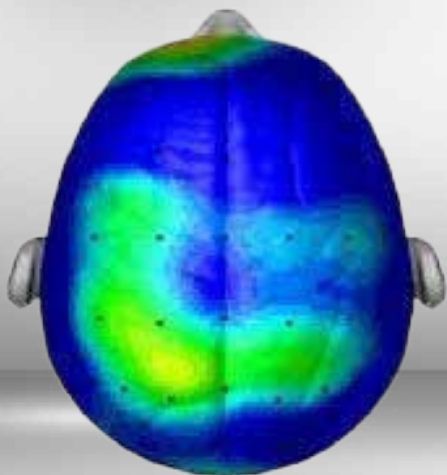
## HOW DOES TENS WORK?

A Transcutaneous Electrical Nerve Stimulator (TENS) sends electrical pulses through the skin to start your body's own pain killers. The electrical pulses can release **endorphins** to stop pain signals in the brain.

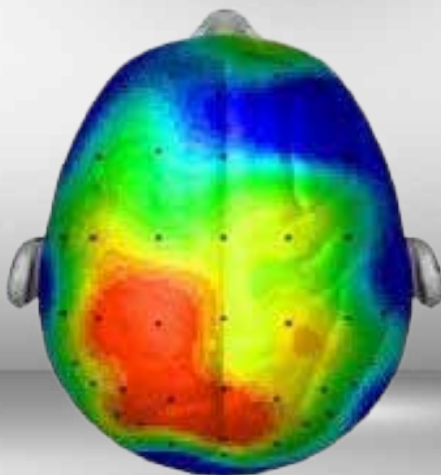




**BEFOR**



**AFTER 20 MIN**



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## CREATE **ENDORPHINS**

Endorphins are the body's natural pain reliever. TENS units cause the muscles to twitch, which results in the release of the endorphin hormones.







## SEE A GREAT DIFFERENCE IN **ONE WEEK**

You can begin with a 30 minutes therapy session and repeat 2-3 times daily for acute pain relief or more for chronic pain relief. A cycle of treatment for 10 days is suggested.



# TENS MACHINE

VS

# PAINKILLERS



Provide Pain Relief

Provide Pain Relief



No Side-Effects

Side Effects



Once off investment

Recurring payments



Natural & Drugg-Free

Contain Chemical







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# Features

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## 1. **Portable Size**

Compact & Lightweight

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## 2. **8 massage-like Modes**

8 pre-programmed modes

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## 3. **INTENSITY ADJUSTMENT**

20 strength levels

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## 4. **Adjustable Timer**

10-60 Min

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## 5. **Dual-Channel**

Each channel's intensity can be controlled separately.

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# Dual-Channel



**CHANNEL A**

MODE: 02  
INTENSITY: 20

**CHANNEL B**

MODE: 02  
INTENSITY: 10



## INFINITY DUAL CHANNEL

Independent Mode Control. You can set separate intensities for channel A and channel B.





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# 8 Massage Modes

1

DEEP TISSUE



2

ACUPUNCTURE



3

TAPPING



4

CUPPING



5

GUASHA



6

FOOT & BACK PAIN



7

RELAXING



8

COMBO TENS





# DRUG-FREE



## Drug-Free Pain Relief

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At the height of the opioid crisis, TENS therapy serves as an effective drug-free, all-natural pain relief solution without the side effects of prescription drugs.



## Trains Nerves

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Chiropractors have found that continuous treatment over long periods can aid in changing nerve behavior to stop pain signals to the brain.



## Create Endorphins

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Endorphins are the body's natural pain reliever. TENS units cause the muscles to twitch, which results in the release of the endorphin hormones.



## Reduces Swollen Muscles

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Muscles swell as a reaction to protect the injured areas. TENS units help reduce swelling by blocking pain signals which cause the body not to react by swelling up.



# 100% SAFE



## Controlled Treatment

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When it comes to prescription drugs, the user has no control over the strength of the treatment. Because TENS units feature different intensity levels and modes, users can customize their treatment based on pain level.



## No Side-Effects

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TENS units are an excellent pain relief solution because of their safety. There have been no reported instances of significant injury from TENS therapy. Because their shock level is low, injury from electrocution is nearly impossible.



## Versatile for Various Conditions

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TENS units have been proven through research and user experience to work for different conditions such as arthritis, back and knee pain, and more. It works great for both chronic and acute pain.



## Complementary to Other Therapy

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Because of its ease of use and non-invasive nature, TENS therapy works great alongside other therapy methods, including physical therapy, pain medications, and more.



# COST-EFFICIENT



## Portable

One of the highest compliments that TENS therapy gets is the ability to use it almost anywhere. Because of its non-invasiveness and subtleness, users can get pain relief in public without being noticed.



## Cost-Efficient

Prescription drugs and trips to doctors and physical therapists can rack up bills. TENS units offer an affordable solution that won't break the bank.



## Easy to Use

TENS units are super easy to use. So easy that women giving birth reported a positive experience.



## A Long-Term Solution

TENS units offer a long-term solution with little or no side effects and can be used continuously as a monthly, weekly, and even daily pain relief tool.



# EASE **BACK PAIN** THE NATURAL WAY



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## ALLEVIATE BACK PAIN IN JUST 15-30 MINUTES!

The effective treatment of back pain, in the comfort of your own home, with a regular ITOUCH TENS machine that eliminates pain in a natural and simple way:

- Massage stimulates the release of endorphins, natural painkillers that block pain effectively;
- Massage eliminates muscle spasms and tension, the main causes of back pain and pain in the cervical spine;
- Another common cause of back pain is inflammation of the muscle fibers. Regular massage reduces the inflammatory process, effectively relieving chronic pain in the back;
- Finally, the massage improves blood circulation and oxygenates the cells. This has a positive effect not only on the problem area but throughout your entire body.





# LOWER BACK PAIN



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## NATURAL RELIEF FROM LOWER BACK PAIN

TENS machine acts throughout the body for pain relief and, in some cases, cures the root cause of the pain. For example, by releasing the tension in the muscles surrounding a nerve. Or by increasing the circulation of nutrients and oxygen to the muscles supporting the spine, holding the vertebrae in their proper place. Or by reducing inflammation – the underlying cause of many conditions.

Benefits of regularly using TENS in the lumbar area:

- 
- Safety and effectiveness: it does not produce negative side effects or leach toxic chemicals;
- Fast action: the benefits are felt within 15-30 minutes;
- Comfort: can be done at any time and in any place;
- Endorphins not only block pain, they also provide a sense of calmness;
- Recovery from exercise: increases circulation and cell
- Helps maintain a healthy back.





# FIBROMYALGIA



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## FIBROMYALGIA

Fibromyalgia is a multi-faceted, systemic illness that affects sufferers in many different ways, but always has an impact on quality of life. Symptoms can include pain, hyper-sensitivity, stiffness, fatigue, insomnia, “brain fog” and other psychological manifestations, such as depression. Because ITOUCH TENS Machine uses a “whole body” approach, it can be an effective tool to naturally relieve fibromyalgia symptoms.

- It effectively reduces pain by stimulating your body to produce a high dose of endorphins. Endorphins are powerful, natural painkillers, produced within your own body;
- Pain is reduced significantly during the first two weeks of use and after this period you will continue to feel a steady improvement;
- Sleep significantly improved;
- Creates deep muscle relaxation;
- Other effects include sleep and mood improvement as well as greater vitality;
- TENS Machine increases cell metabolism oxygenates the cells and improves blood circulation.





# SCIATICA



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## SCIATICA

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Sciatica is the pain you feel when the sciatic nerve is irritated. The sciatic nerve runs from your hips down to your feet. This is why you might experience numbness, pain, and tingling from your lower back to your toes. Regular use of ITOUCH TENS Machine can:

- Reduce the inflammation causing the irritation, without negative side effects
- Alleviate the pressure on the nerve root;
- Strengthen the musculature supporting the vertebral discs;
- Stimulate the production of endorphins – that bind to the  $\mu$ -opioid receptors in the brain – and effectively block pain;
- Relax muscle contractures around the sciatic nerve root, freeing you from the cause of pain.





# DESIGNED TO RELIEVE & PREVENT MIGRAINES.



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## MIGRAINES

Pain is not a disease, but an indication that something is wrong in the body. Poor sleep quality, stress, and poor diet can all lead to pain in the head. Headaches are a big problem that can have a huge impact on our lives. Tension in the neck muscles can result in the narrowing of the blood vessels, starving the neurons of oxygen and causing bouts of pain that can last hours, or even days. Regular use of ITOUCH TENS Machine can:

- Significantly reduce pain through the production of powerful, painkilling endorphins;
- Improve concentration;
- Reduce inflammation without the harmful side effects;
- Increase circulation;
- Release contractures of the musculature around the cervical spine.

Pain is difficult to ignore, and when it's in your head... you can harness the power of your own body to eliminate the symptoms. Endorphins bind to the  $\mu$ -opioid receptors in your brain, blocking pain. Endorphins also make you feel happier, reducing stress and enabling restful sleep. You can create a virtuous circle of health.





# AN EFFECTIVE REMEDY FOR PAIN IN THE LEGS



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## FORGET ABOUT LEG PAIN FOREVER

Leg pain has many causes. It can be the result of rigorous exercise, poor circulation, trapped or inflamed nerves, or a symptom of immobility associated with other conditions. Whatever the cause, it has a serious impact on the quality of waking life and also affects our sleep, often causing insomnia

Regular use of ITOUCH TENS Machine can:

- Block the experience of pain by stimulating the production of endorphins, which bind preferentially to the  $\mu$ -opioid receptors in the brain;
- Reduce inflammation – the underlying cause of many problems in the body;
- Improve circulation, breaking the numbness-pain cycle;
- Relax contractures in the muscles, releasing trapped nerves;
- Free you from the pain = immobility = low-endorphin-production = pain cycle;
- Aid in restful sleep.





# INSOMNIA



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## HOW TO TREAT INSOMNIA

Sleep insomnia means that you regularly have trouble sleeping. Insomnia symptoms include finding it hard to fall asleep, waking frequently during the night, waking early and not being able to get back to sleep, still feeling tired after waking, not being able to nap, or napping too much during the day, and feeling exhausted or irritable.

Do this:

- A consistent routine: go to bed and get up at the same time on weekdays and weekends.
- Keep it clean: avoid alcohol, caffeine, nicotine, and sleeping pills as these interfere with natural sleep.
- Chill out: your body needs to drop its core temperature by 2-3 degrees, so aim to keep your bedroom cool (around 65°F or 18°C).
- Embrace the darkness: your body wants to sleep when it's dark. Help it along by avoiding evening screen time and using blackout blinds or an eye mask in your bedroom.
- Naps are for cats: as hard as it is, try to avoid daytime napping.
- Make your bedroom a haven: just for sleep. That way you create a positive association.
- When you're struggling to sleep: get up and do a relaxing activity, such as reading, meditation, or **having a TENS machine treatment**.
- Create a new bedtime routine: that you can look forward to every single evening, so it becomes fun and relaxing.
- **Use a TENS Machine for 20-40 minutes at bedtime**, this is a fast way to reset your relationship with sleep.





# OSTEOARTHRITIS



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## HOW TO USE FOR OSTEOARTHRITIS

Osteoarthritis is a degenerative condition caused by the breakdown and eventual loss of cartilage in the joints. When cartilage deteriorates you may feel pain and stiffness and be less able to perform daily activities.

Regular use of ITOUCH TENS Machine can:

- Electrotherapy can be used every day - outside the clinic - for drug-free, on-demand pain relief, reduced stiffness, and mobilization of joints.

KNEE SLEEVE



GLOVES





# POOR CIRCULATION



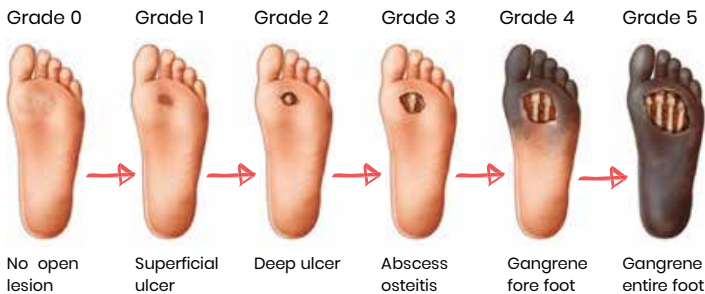
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## HOW TO USE FOR POOR CIRCULATION

The blood circulation system is the prime method of getting needed oxygen and nutrients to the cells of the body. If blood flow in an area is poor then the cells will find it very difficult to get all of the energy and food nutrients they need to enable the body to operate in a healthy manner. Poor circulation can be very unpleasant. If it isn't treated, it can lead to a lifetime of discomfort and even more serious problems.

Regular use of ITOUCH TENS Machine can:

- Electrotherapy can be used every day - outside the clinic - for drug-free, on-demand pain relief, reduced stiffness, and mobilization of joints.







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# WHAT'S IN THE BOX



DEVICE



PAD HOLDER



4X MEDIUM PADS



2X LARGE PADS



2X ELECTRODE  
WIRE



CHARGER



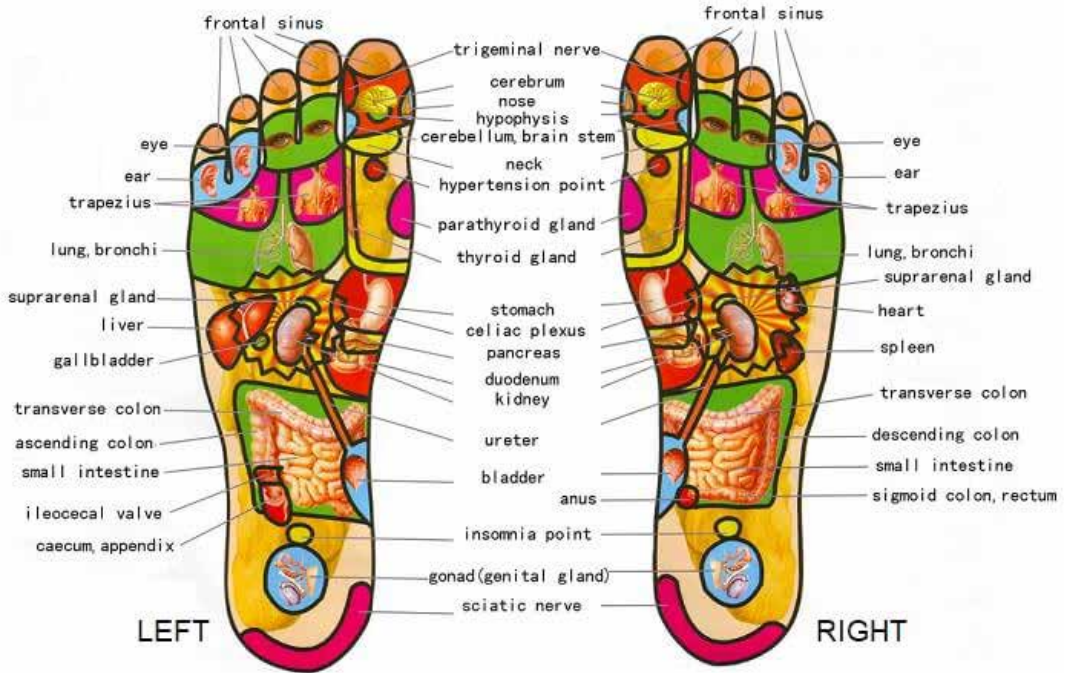
USER MANUAL



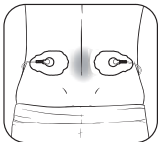
ACUPUNCTURE  
CHART



# Reflexology Foot Chart



## Recommended massage points:



### LOWER BACK

Modes 1,4,5,6,7,10,11



### SCIATIC

Modes 1,2,3,4,5



### DELTOID

Modes 2,3,4

Attach one pad in front and one in back of the muscle.



### HIP&THIGH

Modes 1,2,3,4,5,6,7,10

Attach both pads on either side of the area with pain.



### ELBOW

Modes 1,2,3,4,6,7,9,11

Attach both pads on either side of the joint with the pain.



### HIP & THIGH

Modes 1,2,3,4,5,6,7

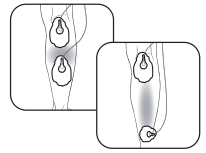
Attach both pads on either side of the area with pain.



### KNEE

Modes 1,2,3,4,5,6,7,10

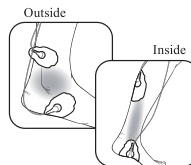
Attach both pads above the knee or above and below joint with pain.



### CALF

Modes 1,2,4,5,6

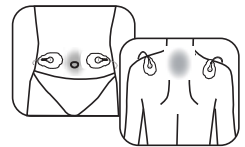
Attach both pads on the calf/leg where you feel pain. (Do not place electrode pads simultaneously to the calves of both legs.)



### ANKLE/FOOT

Modes 1,2,3,6,7,12

Attach pads per the illustration, on the left/ on the outside of your ankle/foot for pain. Attach the pads per illustration on the right / on the other side of your ankle/foot



### ABS/SHOULDER

Modes 1,4,5,6,7,10,11



# Acupuncture Treatment Points

Conditions that May Be Assisted	Guide to Treatment Points
Abdominal Pain/Distention	3, 4, 5, 6, 7, 8, 9, 10, 12, 14, 16, 18, 22
Abundant Expectoration (cough)	24, 48, 49, 50, 85, 79, 80, 86, 87, 90
Adenitis (inflammatory disease of uterus, fallopian tubes and ovaries)	23
Ankle Pain	71
Anorexia	24, 81, 82
Arthritis	16, 77
Arteriosclerosis (absence of a period by age 16)	38, 64
Arteriosclerosis	4
Anxiety	34
Arm Pain/Stiffness	42, 43, 46, 85, 87
Arthritis	2, 23, 37, 80, 82, 83
Back Pain	41, 43, 45, 54, 57, 58, 59, 60, 61, 82
Back Stiffness	42, 60
Barbitic Droopy	62
Blister Tails in Mouth	10
Breast Pain	1, 2
Burble Pain	54
Cardiac Pain	32, 38, 39, 64
Chest/Jaw Pain and Swelling	46, 76
Chest Pain	37
Chest & Hypochondrium Distention/Swelling	25, 47, 89, 90
Cholecystitis (inflammation of gallbladder)	66, 87, 90

Gold and Flu Symptoms	61, 83
Constipation	2, 5, 9, 10, 14, 21, 23, 55, 74, 76
Cough Relief	40
Cough Relief	1, 2, 23, 31, 36, 37, 41, 69, 81, 82, 83
Cystitis (bladder inflammation)	74
Dizziness	51
Dermatophytosis (fungal infection of the skin)	92
Dizziness	24, 25, 26, 28, 86, 91
Dizziness	3, 4, 5, 6, 7, 8, 9, 13, 21, 47, 72, 74, 86
Dizziness	87
Distention (swelling from internal pressure)	3
Dropsy (swelling due to excess liquid)	5, 11, 22, 68, 69, 79, 80
Dyschondria (back stiffness)	39
Dyschondria (painful invasion)	14, 26, 75, 78
Dyschondria	10, 79
Eczema	17
Elbow and Arm Swelling and Pain	31
Enteritis (inflammation of small intestine)	10, 72
Enteritis (died swelling)	12, 81
Epilepsy	38, 39, 64, 76
Eyes - Red/Swollen/Painful	25, 27
Eye Diseases of Any Kind	28, 29, 35, 85, 88
Facial Paralysis	28, 29, 35, 84, 88
Fever	61, 86
Fungal Nail Infection	29
Gastric Ulcer	3, 69

Gastritis (inflammation of stomach lining)	9, 89
Headache	13, 15, 26, 28, 27, 28, 35, 71, 76, 88, 90, 91
Headache	60
Head Pain	83, 82
Hemiparesis (paralysis of blood in stroke)	89
Hemiparesis (paralysis of one side of body)	24, 44, 51, 67, 81, 85, 86, 88, 89
Hemorrhoids	6, 82, 85, 89
Hemorrhoids	65, 67, 69
Hepatitis	17, 18, 78
Hernia	21
Hypertension (high blood pressure)	34, 38, 67, 88
Hypochondrial Pain (upper part of abdomen)	1, 2
Hypochondrial Pain (lower part of abdomen)	13, 15, 26, 70, 71, 73, 81
Impotence	3, 5, 21, 69
Indigestion	58, 89, 92
Intestine	10
Intestinal Obstruction	48
Jaundice	25, 22, 89
Knee Pain/Knee Joint	83, 87, 89, 91
Knee Pain	66
Liver Disease	20, 53, 79
Lower Limb Paralysis/Numbness	90, 93, 70, 71, 72, 92
Lumbago (lower back pain)	73, 74, 75
Lumbosacral Pain (where spine meets sacrum)	46
Mammary Protrusion	71, 73, 13, 14, 17, 18, 19, 70, 73, 75, 77, 79, 80, 82, 83
Menstrual Irregularity	



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Menstruation Pain	11, 13, 14, 15, 16, 26, 72, 77, 80, 81, 83
Migraine	90
Mumps	51, 84
Nasal Obstruction	23
Nausea	48
Neck and Nape Pain/Stiffness	35, 41, 43, 45, 65, 66
Nephritis (inflammation of kidney)	4, 79
Nerve Pain - Intercostal and Radial	53, 65, 66
Neuroasthenia (chronic fatigue and weakness)	12, 66, 81, 86
Night Sweats	63
Noise Bored	29
Paralysis	32
Paralysis of Face	44, 58
Paralysis of Lower Limbs	28, 29
Paralysis and Numbness of Upper Limbs	62, 66, 73
Pelvic Inflammation	38, 87
Pharyngitis (inflammation of pharynx)	79
Pharyngitis	8, 68
Prostatitis (inflammation of prostate gland)	81
Prostatitis	16
Prostatitis	15
Purulent Vulvitis (itching of female genitalia)	19, 78
Rhinitis (nasal irritation or inflammation)	80
Scapula Pain (shoulder blade)	40
Sciatalgia (pain in leg)	93

Scoliosis (form of lower back & leg pain)	52, 53, 54, 55, 56, 57, 74
Seminal Emission	12, 17, 71, 79
Shen Soles	22, 58
Shoulder Pain/Frozen Shoulder (Osteoarthritis)	22, 30, 41, 42, 43, 44, 45, 55, 87
Skin and Back Stiffness	49, 60, 83
Skinny	16, 81
Stomach Ache	4, 21, 32, 34, 36, 40, 65
Stomach Disease	56
Swelling and Pain of Lip and Cheek	29
Swelling/Oedema	20
Testicular (inflammation of the testis gland)	81
Throat Pain and Swelling	31, 34, 82, 86, 88
Tinnitus	51, 76
Toothache	25, 84, 88
Upper Arm Pain	44
Upper Arm Numbness	43
Urinary Frequency/Drizzling	13, 17, 81
Urinary	13, 15, 55, 76, 81
Viscosity of Lower Limbs (involuntary twitches)	19
Wetted Pain (pain in back of head)	40
Wetted Pain (pain in back of head)	27, 83
Wetted Pain (pain in back of head)	1, 4, 30, 34, 36, 47, 48
Wetted Pain (pain in back of head)	55, 90, 91, 92, 93
Weight Reduction	9
Wrist Pain	36, 37

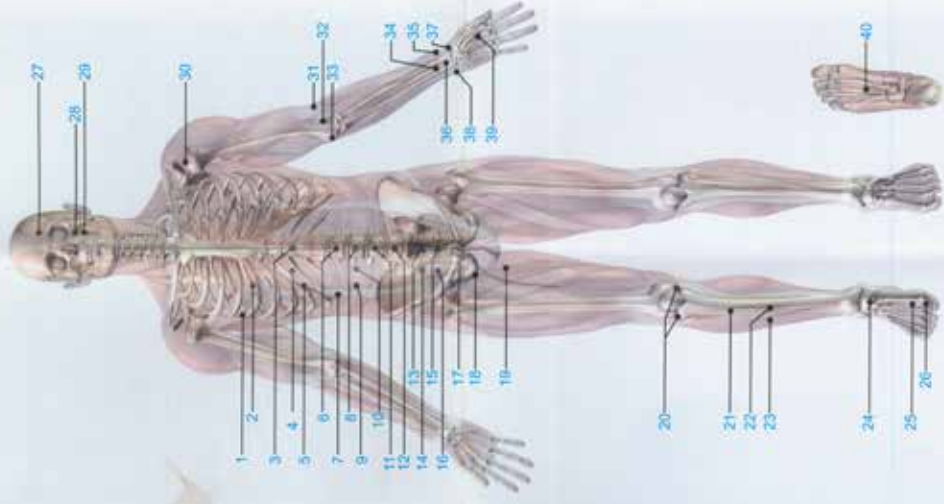
## Acupuncture Treatment Points Guide



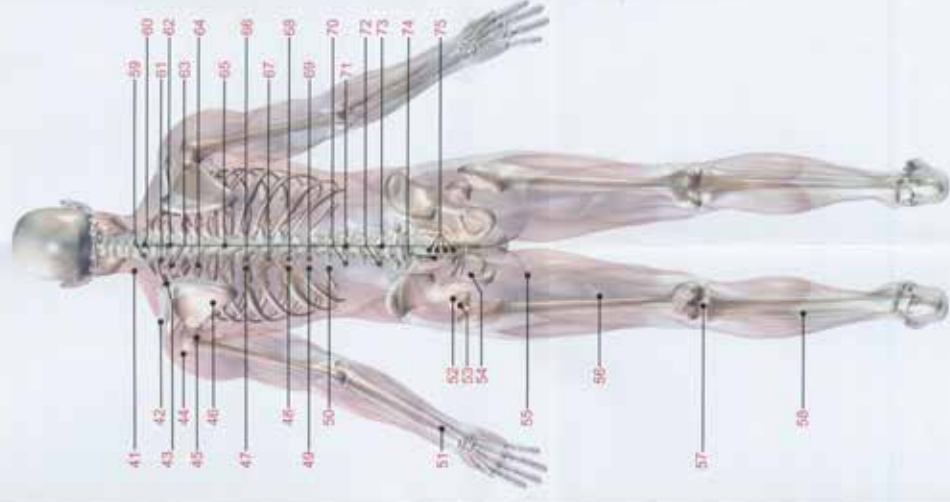
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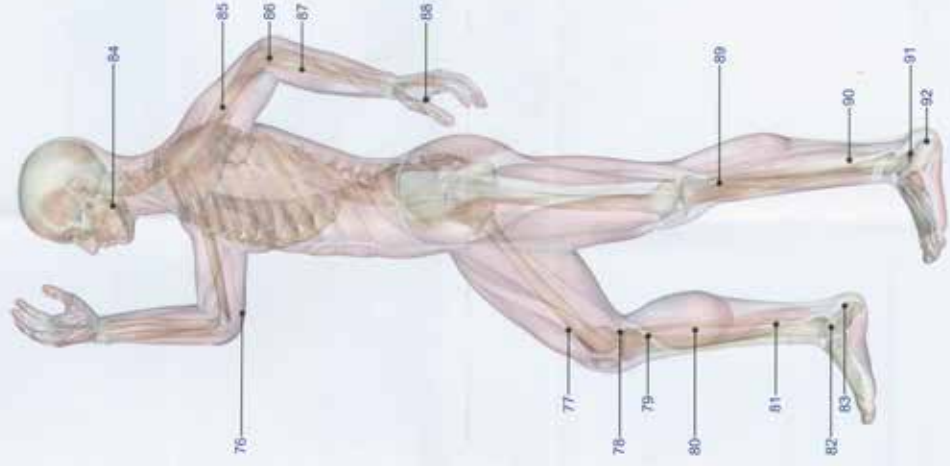
**Fig. 1**



**Fig. 2**



**Fig. 3**





Mode	Name	Description	Function
1	Tuina	Simulating Tuina is a hands-on body treatment which opens the flow of Qi through the meridians.	It's especially effective for joint pain,sciatica muscle spasms,and pain in the back,neck,and shoulders.It also helps chronic conditions such as insomnia,constipation,headaches,and the tension associated with stress.
2	Acupuncture	Simulating acupuncture provides the same sensation without needles,by utilizing electronic pulses to achieve the sensation of differing needle depths.	By stimulating specific acupuncture points,it corrects imbalances in the flow of qi through channels known as meridians.Please read the acupuncture chart.
3	Tapping	Simulating tapping is intended to produce a hard thumping sensation that massage your muscles,which can give you an invigorated and revitalized feeling.	It's especially effective for muscle relaxing.
4	Guasha	Simulating Guasha with a low frequency setting provides the user with a scratching and kneading sensation.Gua sha releases unhealthy elements from injured areas and stimulates blood flow and healing.	Guasha is effective in acute and chronic internal organ disorders.Patients may see immediate relief that patient feel from pain,stiffness,fever,chill,cough,wheeze,nausea and vomiting etc.
5	Cupping	Der simulierende Shiatsu ist eine alternative Medizin, bei welcher Druck von Fingern und Händen ausgeübt wird und der Körper so massiert wird.	Cupping is used to relieve back and neck pains,stiff muscles,anxiety,fatigue,migraines,rheumatism,and even cellulite etc.
6	Shiatsu	Simulating Shiatsu,it is a type of alternative medicine consisting of finger and palm pressure,stretches,and other massage techniques.	Shiatsu can help facilitate healing from many minor ailments.From headaches and back pain to digestive,sinus and skin problems.
7	Pressure	It is the manipulation of superficial and deeper layers of muscle and connective tissue using various techniques.	Can enhance function,aid in the healing process,decrease muscle reflex activity,inhibit motor-neuron excitability,promote relaxation and well-being,and as a recreational activity.
8	Back Pain	Use low frequency vibrations to promote circulation of blood and relieve pain.	Specifically use for lower back.
9	Deep Tissue Massage	Deep tissue massage therapy is similar to Swedish massage,but the deeper pressure is beneficial in releasing chronic muscle tension.	Deep tissue massage can provide relief from pain and stiffness associated with sports injuries,whiplash,osteoarthritis,muscle spasms,fibromyalgia and strain injuries such as carpal tunnel syndrome.
10	Body Building	Applying electrical current to muscles causes muscles to contract.Stimulating muscles repeatedly with electricity may eventually result in muscles that are strengthened and toned to some extent.	Electrical muscle stimulation helps muscle reduction,relaxation of muscle spasms,increase range of motion,injury recovery and post surgery recovery.
11	Weight Loss	Combination of acupuncture and other waveforms.	It helps lose weight or tone,strengthen and firm muscles at abs,back,thighs and arms etc.
12	Combination	Auto combination of several modes for relaxation.	Full body relaxation after workout:exercises&fitness or after a day of hard work.



### Included in this standard package:

1. Connect the pads to the wires by snapping them on, then remove The protective film. Note: adding a few drops of water on the pads will increase their longevity.
2. Place pads where the massage sensations are desired and plug into one of the ports on the device. For additional relief use the second port and repeat steps 1&2 for two additional pads. Make sure both pads are on the skin and are not overlapping. Make sure your skin is free from any dirt, oil, or lotion.
3. Turn the device on by pressing the on/off switch on the top of the unit. The unit will be now activated and start in Mode1.
4. Touch the screen to choose modes. Then touch center button off the screen to control A/B channel. Remember the strength will default to the lowest setting with each mode selection.
5. Once you select a mode, gradually increase the intensity by pressing the "+" button; decrease it by pressing the "-" button on the side of main device.
6. Recommended application is 10-60 minutes per day. Increase 10 minutes each setting. If desired, the time remaining automatically counts down to zero and the unit will automatically turn off.

### Features

- Do not apply the massage pads near the heart, on the head, above the neck, in the pubic region, over Scarred areas, on the throat or over the mouth.
- Avoid touching the pads when the unit is on.
- Pregnant women must avoid using this massager.
- Do not use this massager if you a pacemaker or other life
- should not be used while driving, operating machinery, or during any activity in which involuntary muscle contractions may put the user at undue risk or injury.
- Do not use if you have following medical conditions: Acute disease, trauma or surgical procedure in past six month: Cardiac dysfunction, Epilepsy, High blood pressure, High fever, cancer, Infectious disease, Malignant tumors, Recent surgery, Skin problems, Pregnancy.

### Easy steps to get started with your therapy

Regular Application principles:

1. Find the exact pain point; this is the position for the pads to be placed . The acupuncture chart can also serve as a guide for pad placement specific to each ailment .
2. Adjust the intensity gradually. It is more effective to reach the highest intensity level you can stand.
3. Recommended application duration is 2-3 times per day for 40-60 minutes per application , over 10 days for one course.
4. Pads can be placed in two ways:
  - Twin Mode-with the 2 pads next to each other on the same side of the body and in close proximity.
  - Opposed Mode-with the 2 pads on a similar spot, but on either sides of the body , i.e .the front and back shoulder.

### Maintenance and care

1. When you are finished using the device, turn it off and take off the pads. Store the unit in a cool, dry place until next use.
2. After usage, please cover the pads with the protective film and put them back in their zip lock bags. Applying a few drops water before and after usage will increase the longevity of the pads.
3. Charge the unit at least every 3 month in event it is not used regularly. You can also use the unit with the wall charger or directly from your computer using the USB cable.



# Troubleshooting

Problem	Cause	Solution
One pad feels stronger than the other.	This is normal. Different areas of your body will react differently.	Nothing needs to be done. Make sure the pads are moist and are making good contact.
During the massage, 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. Pads can be purchased from local distributor.
Unit does not turn on or the screen is dim.	Battery is low.	Recharge the battery.
Does not provide adequate pain relief.	Not using it long enough. Not lying down then massaging neck.	Use your massager 20-30 minutes at a time, 3-6 times per day. Lie on your back for neck support when you need relief for headaches or neck pain.



