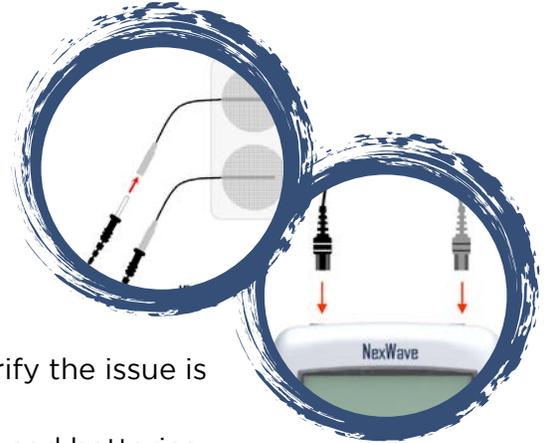


## CHECK CONNECTION ERRORS

### Pre-Troubleshooting checklist:

- Check the Lead Wires: Inspect for visible damage or fraying.
- Check the Electrodes: Ensure they are not expired or dried out.
- Verify All Device Connection Points:
  - Lead wires are securely plugged into the device.
  - Electrodes are firmly attached to the lead wires.
  - Electrodes are firmly pressed into the skin with no gaps.



### Step 1: Check the Power Source

- Plug the device into a wall outlet using the AC adapter to verify the issue is not related to the batteries.
- If wall power is unavailable, make sure you are using new, unused batteries.

### Step 2: Set Up the Treatment Environment

- Connect the lead wires to the device and attach two new electrodes to each wire.
- Place electrodes on clean skin (arm or leg is fine for testing purposes).

### Step 3: Test the Channels

1. Power on the device and increase each channel one at a time.
2. If you see the “Check Connections” error on one channel:
  - Turn off the device.
  - Swap the wires between the two ports.
    - Example: If Channel 1 shows an error with the grey wire, and Channel 2 works with the black wire, switch the wires - move the grey wire to Channel 2 and the black wire to Channel 1.
  - Turn the device back on and test each channel again.
3. If the error follows the wire to the new port, the wire is likely faulty.
  - **Please submit a request to be sent complimentary replacement lead wire.**
4. If the device loses connections mid-treatment:
  - Gently shake the lead wires while the device is on.
  - If the connection cuts out from this, the lead wires are likely damaged.
    - **Please submit a request to be sent complimentary replacement lead wire.**



### Step 4: Deeper Troubleshooting (If Both Channels/Wires Fail)

- If the error stays in the same port, even after switching wires, check the device port for damage (i.e., missing gold prongs).
- If there are signs of damage with the device, or the issue persists:
  - **Please contact us for a replacement unit due to a faulty channel.**