

TROUBLESHOOTING

PROBLEM	CHECKPOINT	SOLUTION
DISPLAY WILL NOT TURN ON	CHECK THE BATTERIES	
	Are the batteries dead?	Replace with new batteries.
	Are the batteries inserted correctly?	Put the batteries in properly.
BAD CONTACT/ INTERMITTENT	1. CHECK THE PADS	
	Are both of the pads firmly adhering to the skin?	Place the pads according to instructions in the user manual; Replace pads if necessary.
	Are the pads dirty or dried?	Clean the pads according to the directions in the user manual; Replace pads if necessary.
	2. CHECK THE CABLE	
	Is the cable pushed firmly into the REBOUND?	Ensure the cable is pressed firmly into the device.
	Do the cables have any visible damage?	Replace the cables.
	Are the cables more than 6 months old?	Replace the cables.
	3. CHECK THE BATTERIES	
	Are the batteries inserted correctly?	Put the batteries in properly.
	Are the batteries dead?	Replace with new batteries.

PROBLEM	CHECKPOINT	SOLUTION
CANNOT ADJUST THE POWER	1. Is the device locked?	Unlock device by holding down the button with the lock symbol on it for 2 seconds.
	2. Is there a bad connection?	Refer to Previous Section: "Bad Contact/ Intermittent".
OTHER	No Pain Relief	Try a slightly different site for the pads that surrounds the pain area.
		Increase the Power.
		Use the device for longer periods of time.
		* A small percentage of the population may not respond to treatment.