

Q1: How do I use the TENS unit?



1 Snap the enclosed electrode pad onto the control unit.



2 Next, make sure your skin is clean, dry, and healthy for best use.



3 Peel the clear side off the electrode pad, and place the device on your selected body area.



4 To start your therapy, turn on the power.



5 Press the "+" button down for 3s to change a mode selection. Its beeps coincide with different modes. To get the next mode selection, let off the "+" button and press again for 3 seconds each time you adjust to a new mode.



6 Press the "-" button down for 3s to set your stimulation time. The beeps coincide with different stimulation times. To get the next time selection, let off the "-" button, and press again for 3s each time to add 10 more minutes to your time selection.



7 Press the "+" / "-" button to increase or decrease the intensity.



8 Turn the unit off when the session is complete.

Q2: How do you know when the unit is fully charged? How long does it take to charge for the first time?

It will take 2-4 hours to fully charge for the first time with the USB charger of a 5V and 1-2A output, and the device will blink when it is fully charged each time.

Q3: Why is the TENS Unit not charged?

If you charge the TENS unit using your computer USB, it will take an extended period. To charge quickly and efficiently, we suggest you use the USB charger with a 5V and 1.0 - 2.0A output for charging.

Q4: Why does the TENS Unit turn off by itself after a few beeps?

If the pad is not firmly pressed to the skin and you pressed the "+" button to start use, you will hear 6 beeps before the unit auto shuts off. This indicates that the pad needs better contact with the skin. This feature is meant to save the battery life from draining when the device is not ready for proper functioning.

Q5: Why won't my device turn on?

Check if the battery is out of power; your device may need to be charged. The LCD will be flashing when turned on if the battery needs to be charged. Make sure to charge fully before use.

Q6: How do you apply the TENS pads correctly?

Snap the enclosed electrode pad onto the control unit, making sure the buttons are vertically lined up properly. Then, peel the clear side off the electrode pad, and place the device on your selected body area.

Note: Clean the area of skin you will be placing the electrode pad on with soap and water, or with a damp cloth. Then, make sure the area is dry before applying the electrode pad.

Q7: Why is the device not snapping into the snaps on the TENS pad?

The reason the device does not snap properly to the TENS pad is due to poor alignment. It is very important the male and female parts line up correctly so the contact is correct for operation. Make sure to align the snap and holes visually before snapping together; this will ensure the proper connection.

Q8: Where can I purchase the replacement pads?

You can purchase pad replacements from our official website by searching "Easy@Home Tens Pads" on Healthcare-manager.com. The Model No. for this unit is ETP015. (U.S. Domestic only; International customers should contact customer service for other selling sites.) Matching the correct model for the new pad before purchase is important so you do not get pads for a different device on accident.

You also can purchase from Amazon.com or Amazon.ca by searching its ASIN "B07L9ZK332".

Q9: Why is my skin red or feeling numb?

If your skin is feeling numb, then either the treatment is too powerful, or you may be overusing the device. Reduce usage or lower the intensity of the treatment. If your skin becomes red or a rash develops, you may be having a reaction to the gel on the pads. However, people with particularly sensitive skin may experience redness or rash. If this happens, discontinue use immediately and consult a medical professional.

Q10: Why is the stimulation weak /non - existent?

Be sure the area of skin is clean and the pads are firmly attached your skin.

Or the battery may be low and need to be charged.

Q11: How many times can you use the TENS unit per day?

The recommended practice is to use the unit once per day for 10-30 minutes. Make sure to start at the lowest intensity and gradually work your way to a level that is comfortable.

Q12: Why won't my pads stick to my skin?

Over time, the pads will lose adhesion and must be replaced. Normally, the pads can be used approximately 20 times. If the electrode gel appears dry, add a few drops of water to the electrode gel. Wait a few seconds until the electrode gel absorbs the water, the adhesion becomes better then. Making sure you place the pad directly on the original plastic pads after use will elongate the life of the pad as well.

Q13: What types of pain cannot be treated with a TENS unit?

The TENS units are NOT to be used on the chest, genitals, face, head, or neck. There are specialized machines with micro-currents designed for these specific applications. Please consult your physician if you are interested in treating these areas.

We hope these tips were useful. If you have any inquiries about our products or services, feel free to contact us via email, call our customer service at 855.822.6999 M-F 9am-5pm CT, or visit us at healthcare-manager.com