

Troubleshooting Guide

Potential Problem	Cause	Remedy
The device does not turn on	<ul style="list-style-type: none"> No batteries are detected or the batteries are bad 	<ul style="list-style-type: none"> Replace batteries
The device turns on and then off again	<ul style="list-style-type: none"> Battery are not inserted properly or battery life expired. 	<ul style="list-style-type: none"> Re-insert batteries according to instructions Or replace batteries
The device turns on, but intensity cannot be increased beyond “1” for extended period. Auto intensity reset safety feature is initiated.	<ul style="list-style-type: none"> System not set-up properly or resistance to pads not detected by device. 	<ul style="list-style-type: none"> Connect lead wire(s) to device, electrodes to lead(s) and place on applicable body part. 2 small or 1 XL electrode pad per channel is required. Replace used electrode pads. The quality of the gel may be diminished. See electrode pad care in this manual.
The device turns on, but does not generate electric pulses	<ul style="list-style-type: none"> Lead wire cable or electrodes are broken or disconnected Treatment time expired 	<ul style="list-style-type: none"> Replace or reconnect lead wires. Ensure that lead wire plug has been properly seated into the top of the device’s respective channel. CH/CH2 Switch the device to the OFF position and then power ON
The device does not turn on even though new batteries are installed		<ul style="list-style-type: none"> Contact ExcelHealth at 406-672-6066 or visit us at www.iReliev.com. We want to help to ensure your iReliev experience is great.