

# ET-1515 Troubleshooting Guide

Always check the unit and accessories before use to prevent damage and defects; these are some of the simple checks:

- 1.) Make sure the battery has a sufficient charge and is not corroded.
- 2.) Make sure the cables fit tightly into the connection sockets of the device. The table below shows some common defects. If you cannot remedy the defects as described, contact ExcelHealth Inc. or an authorized iReliev® dealer.

PROBLEM	CAUSE	REMEDY
The device does not turn on.	No battery or battery life expired.	Replace batteries.
The device turns on and then off again.	Battery not inserted properly. Battery life expired.	Insert battery again. Replace battery. Contact ExcelHealth at 855-723-2582.
The unit does not turn on even though new batteries have been inserted.		Contact ExcelHealth at 855-723-2582.
The sensation is uncomfortable and feels like a "prickling" sensation.	Electrode pads are not moistened.	Apply iReliev® Conductive Gel for optimal dispersion of electrical current.
The device turns on, but does not generate electric pulses.	Lead wires not connected. Cable not connected properly or treatment time has expired. Wrap not securely fastened.	Reconnect lead wires to device and wrap. Connect cable properly and power on. Securely fasten wrap on body.