

# ET-1313 Troubleshooting Guide

Potential Problem	Cause	Remedy
The device does not turn on.	<ul style="list-style-type: none"> <li>No batteries are detected or the batteries are bad.</li> </ul>	<ul style="list-style-type: none"> <li>Replace batteries.</li> </ul>
The device turns on and then off again.	<ul style="list-style-type: none"> <li>Batteries weren't inserted properly or battery life expired.</li> </ul>	<ul style="list-style-type: none"> <li>Re-insert batteries according to instructions.</li> <li>Or replace batteries.</li> </ul>
The device turns on, but intensity cannot be increased beyond "1" for an extended period. Auto intensity reset safety feature is initiated.	<ul style="list-style-type: none"> <li>System not set-up properly or resistance to electrode pads not detected by device.</li> </ul>	<ul style="list-style-type: none"> <li>Connect lead wire(s) to device, electrode pads to lead(s) and place on applicable body part. 2 small electrode pads per channel is required.</li> <li>Replace used electrode pads. The quality of the gel may be diminished. See electrode pad care in this manual.</li> </ul>
The device turns on, but does not generate electric pulses.	<ul style="list-style-type: none"> <li>Lead wire cable or electrode pads are broken or disconnected.</li> <li>Treatment time expired.</li> </ul>	<ul style="list-style-type: none"> <li>Replace or reconnect lead wires.</li> <li>Ensure that lead wire plug has been properly seated into the top of the device's respective channel: CH1/CH2.</li> <li>Switch the device to the OFF position and then power ON.</li> </ul>
The device does not turn on even though new batteries are installed.		<ul style="list-style-type: none"> <li>Contact ExcelHealth Inc. at 855-723-2582 or visit us at <a href="http://www.iReliev.com">www.iReliev.com</a>. We want to help ensure that your iReliev® experience is great.</li> </ul>