

ET-7070 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"> Batteries weren't 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 an extended period. Auto intensity reset safety feature is initiated.	<ul style="list-style-type: none"> System not set-up properly or resistance to electrode pads not detected by device. 	<ul style="list-style-type: none"> Connect lead wire(s) to device, electrode pads 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 electrode pads 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: CH1/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 Inc. at 855-723-2582 or visit us at www.iReliev.com. We want to help ensure that your iReliev® experience is great.