

# Troubleshooting Guide

Potential Problem	Cause	Remedy
Device doesn't turn on.	<ul style="list-style-type: none"> <li>• No batteries are detected or are expired.</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 not inserted or life expired.</li> </ul>	<ul style="list-style-type: none"> <li>• Re-insert batteries according to instructions or replace batteries.</li> </ul>
The device turns on, but intensity cannot be increased beyond "1" for extended period. Will default to "0." Auto intensity reset safety feature is initiated.	<ul style="list-style-type: none"> <li>• System not set-up properly or resistance to pads not detected by device.</li> </ul>	<ul style="list-style-type: none"> <li>• Connect lead wires to device, electrodes to lead wires, and place on body part. 2 small electrode pads per channel is required.</li> <li>• Replace used electrode pads. The quality of the gel may be diminished.</li> </ul>
The device turns on, but does not generate electric pulses.	<ul style="list-style-type: none"> <li>• Lead wires or electrode pads are disconnected.</li> <li>• Treatment time expired.</li> </ul>	<ul style="list-style-type: none"> <li>• Replace/reconnect lead wires.</li> <li>• Ensure lead wires are properly seated in CH1 or CH2.</li> <li>• Switch the device to the OFF position and then power ON.</li> </ul>
The device doesn't turn on even though new batteries are installed.		<ul style="list-style-type: none"> <li>• Contact ExcelHealth at 855-723-2582 or visit us at <a href="http://www.iReliev.com">www.iReliev.com</a>. We want your iReliev experience to be great.</li> </ul>