

Troubleshooting Guide

Problem	Cause	Solution
One pad feels stronger than the other.	This is normal. Different areas of your body will react differently.	Nothing needs to be done. Make sure the pads are moist and are making good contact.
During the massage, the skin feels a painful burning sensation or the stimulation becomes weakened.	Adhesive gel pads are not adhering firmly to the skin. Or the gel pads are too dry.	Apply a few drops of water to adhesive surface of each pad and make sure the pads are pressed firmly to the skin during application.
Unit is on, but no sensation is felt in the pads.	Both pads are not firmly on the skin. Or there is a loose connection. Or the intensity level needs to be increased.	Make sure both pads are firmly pressed to the skin. Make sure all connections are secure from the unit to the wires and the wires to the pads. Increase the intensity level.
Adhesive gel pads do not stick to skin even after cleaning and moistening the gel pads.	Adhesive gel pads need replacing.	Replace the set of adhesive gel pads. Pads can be purchased from your local distributor or from Hi-Dow at www.hidow.com or by phone at 314-569-2888.
Unit does not turn on or the screen is dim.	Battery is low.	Recharge the battery.
Did not provide adequate relief.	Not using it long enough or frequently enough. Not lying down when massaging neck.	Use your Massage unit 20-30 minutes at a time, 3-6 times per day. Lie on your back for neck support when you need relief for headaches or neck pain.