

Troubleshooting Guide

Problem	Cause	Solution
One electrode 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. Also, try moving the electrode pads around a bit for smoother sensation.
During use, there's an uncomfortable burning sensation or the stimulation becomes weakened.	The adhesive gel pads are not adhering firmly to the skin, or they are too dry.	Apply a few drops of water/ conductor to the adhesive surface of each pad. Also, make sure the pads are pressed firmly to the skin during application.
The device is on, but no sensation is felt in the pads.	<ul style="list-style-type: none"> * There is only 1 pad attached to the skin. * Loose connection (electrode wire or pads) * The intensity is too low. 	<ul style="list-style-type: none"> * Use 2 pads or more, press them firmly to the skin, not overlapping. * Secure all connections: the electrode wire needs to be fully plugged in. * Increase the intensity level.
The electrode gel pads do not stick to the skin even after cleaning and moistening them.	The electrode gel pads need replacement.	Replace the electrode gel pads. They can be purchased from your local distributor, from HiDow 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.	The duration of use is insufficient or the electrode pad placement is not optimal.	Try different modalities, intensity levels and electrode placements. Try increasing the duration of use: 40-60 min at a time, 2-3 times weekly.