

## Troubleshooting

*Sometimes it seems like I need less power to feel the tingling of the Avazzia unit than others? Is this possible?*

Yes. A number of conditions impact your body's sensitivity to the electro-stimulation from Avazzia's microcurrent. These can include, but are not limited to: your body's hydration level; level of fatigue; where you place the electrodes; recent exercise or strenuous physical activity; recent bathing or showering; alcohol consumption; caffeine consumption; recent sun exposure and more. Also, after several applications you may notice that the tissue's sensitivity to electro-stimulation has changed.

It is important to be well hydrated, both for general health and to get the most benefits from Avazzia protocols. Drink plenty of water or juice each day, not just on the days of treatment.

*I feel tingling in only one of the two pads. Is one broken?*

No. If you feel tingling in one pad, that indicates the unit's power is working. Body tissue that is dry, cold, stressed, injured or receives poor blood flow may not be as sensitive. Set the power level to a comfortable setting for the pad through which you feel tingling, but no higher. Eventually, the sensation may be felt in the second pad as well. This may take more than one application. There is nothing wrong with feeling the sensation in only one pad.

*The onboard electrode works. But I don't feel anything through the conductive pads.*

Make sure the connection between the device and the lead wire is secure (listen for a click to ensure the lead wire is fully inserted in the device) and the connections between the lead wire and the pads are secure.

It could also be that the conductive pads are not adhering to the skin. Make sure there is a snug connection between pads and skin.

*I can't feel anything on my feet, even at the highest setting. Is the unit broken?*

Not necessarily. Try to determine why you don't feel anything. It may be because skin tissue is dry, cold or numb or insensitive, for some reason, to touch. Test the microcurrent output on more sensitive skin tissue with these steps:

1. Make sure the device is OFF.
2. Turn the device ON using the slide switch on the device's side. When the device is turned on, three LEDs will light up and a beep will sound indicating power is on.

3. With the device at its lowest power setting, put the onboard electrodes on sensitive tissue, such as fingertips.
4. Carefully increase the power level by holding down the plus key (+) on the face of the unit. You should begin to feel power (tingling) in the fingertips.
5. If, after turning on the device, it emits 20 rapid beeps, this indicates batteries are losing power (low). Batteries should be replaced. Make sure to use new, good-quality batteries. If after replacing batteries, you still don't feel a microcurrent signal, even on sensitive tissue such as fingertips, the device may require service.

The most common reason power is not felt is because of very dry skin, very poor circulation or using electrodes on calloused skin. To increase skin sensitivity, try this: Make a light saline solution (1 teaspoon of salt dissolved in one cup of water), moisten a washcloth and wipe the skin. Once skin is dry, test it with the onboard electrode. Most likely, tingling will be felt. Do not apply lotion.

#### *[My unit doesn't seem to be working.](#)*

If no output is felt at the onboard electrodes, replace batteries with new good quality batteries. (In some cases, such as treating thick or calloused skin or numbness, sensation may not be felt. This is normal and treatment should continue as if sensation is felt. At low power settings, try the device on a different, more sensitive part of the body to confirm microcurrent.)

Check for obstructions of battery connections: Make sure the clear plastic wrapping has been removed from the batteries. Sometimes, the shrink wrapping has not been completely removed from batteries. Protective stickers should be removed from the on-board electrodes.

Check battery connections: If output sensation is still not detected, turn device off. Remove the battery cover on the unit's back and, holding the batteries in place with finger tips or thumb, turn unit on. Shift the batteries back and forth: If the device turns on or off related to battery movement, then the battery connectors may need to be adjusted. If the device is on and seems to go back to the first mode and low power without cause, then check the battery connections.

#### Other Functionality Tests:

1. Turn on device, confirm normal initialization. If the device emits continuous beeping, change batteries to new, quality 1.5V AA batteries.
2. Check built-in, onboard electrodes. Increase power setting to about 50 percent. Confirm output. If output cannot be confirmed, raise to full power output. Ensure batteries are new. If no output is felt, device may need to be serviced.
3. Plug in lead wire and accessory. Confirm power to onboard electrodes is off, and power at end of electrode accessory is on (being felt). When using attachments, if output cannot be confirmed through accessory, lead wire may be damaged and need to be replaced.
4. Change modes to confirm increased power sensation.

Note: The PRO-SPORT has built-in power modulation modes (Stimulation, Deep Stimulation, Acute, Acute Trauma and VASO) so the power will decrease and increase as part of the modality. Do not use these modes to test for constant power output.

*How often do I need to change batteries?*

It depends upon many factors: how often you use your unit; how long you use your unit; the batteries' quality; where you live (humidity impacts battery life). There is a great deal of difference between inexpensive batteries and high-quality batteries. In a professional setting, two to three days is an average life-span for the two AA batteries that power the BEST devices. For home users, a set of high-quality batteries could last several weeks. It is very important to use high quality AA batteries.

Your device will emit a series of 20 beeps immediately after turning on the device if it detects a low battery (weak) electrical output.

*How many times may I use the same set of adhesive pads?*

It depends upon how careful you are with them and where you store them when not in use. Follow the care directions on the package they come in. Some patients, with care, have used a set of pads twice a day for 7 to 10 days and more. Pads lose their adhesion faster when used on dry skin.

*How do I clean the device?*

With the device off, carefully wipe it with a damp cloth. Dampen a cotton ball in isopropyl alcohol and wipe off the onboard electrodes (if those were used) or the electrodes on the end of the brush, pencil or Y-electrode attachments. Do not open up the device, other than to change batteries.