

Neuropulse

INSTRUCTIONS FOR USE



READ CAREFULLY BEFORE USE

Neuropulse Model MC-01

Rev.1.0

Dear Customer,

Thank you for choosing the Neuropulse MC-01 Device. Neuropulse manufactures high-quality, thoroughly tested products for the application of gentle electro-therapy for the purpose of pain relief, resulting in the natural holistic healing of the body.

The Neuropulse application also provides excellent results in the conditioning of the body pre- and post strenuous exercise, which reduces recovery time.

Neuropulse also helps with the recovery from injuries, open wounds, chronic pain conditions, chronic inflammatory conditions and poor blood circulation.

Please read these instructions for use carefully and keep them for later use.

Best regards,

Your Neuropulse Team

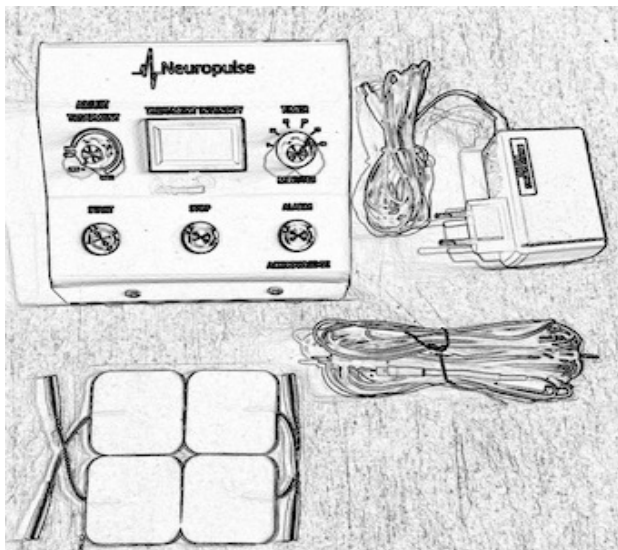




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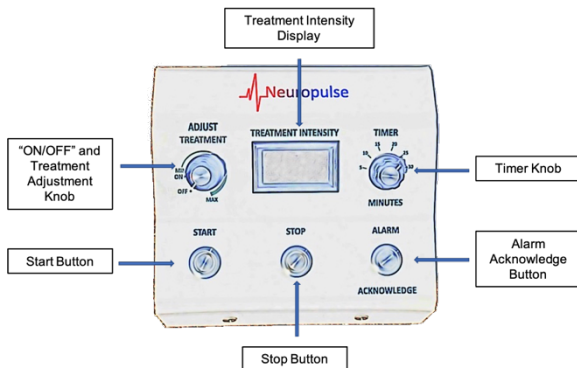
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1. CONTENTS



- a. 1 x Neuropulse MC-01 Device
- b. 1 x 12V Power Supply
- c. 2 x Electrode Leads
- d. 4 x Electro pads (in one re-sealable plastic bag)
- e. 1x High Quality Canvas Carry Bag

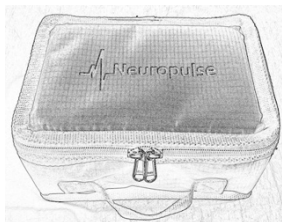
2. GET TO KNOW THE NEUROPULSE MC-01 DEVICE



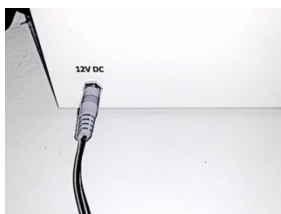
- **ON/OFF and Treatment Intensity Knob:** Switch the device on and off and also adjust the treatment Intensity
- **Timer Knob:** Set the required treatment time in increments of 5 minutes from 5 to 30 minutes
- **Treatment Intensity Display:** Display the treatment level or intensity in real time
- **Start Button:** Start the treatment and timer
- **Stop Button:** Interrupt treatment and timer
- **Alarm Acknowledge Button:** Silence the Alarm and Light flashing when treatment is stopped

3. QUICKSTART GUIDE

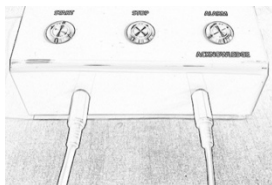
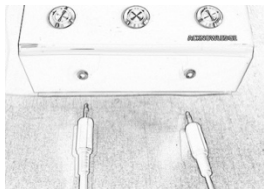
1. Remove Content from Neuropulse Bag



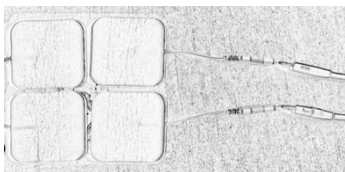
2. Connect the Neuropulse MC-01 device to the 12V Power Supply and the Power Supply to an Electricity Source.



3. Connect the Electrode Leads to the Neuropulse Device



4. Connect the Electrode Leads to the Electrode Pads



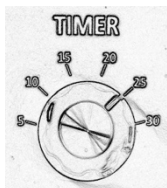
5. Peel the electrode pads from their protective plastic shield by holding and lifting one corner of the pad and pulling



6. Place the Electrode Pads on the area to be treated



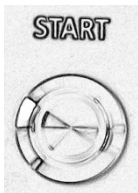
7. Set the Timer to the required treatment time



8. Switch "ON" the Neuropulse Device



9. Press the "START" Button to start the treatment and the timer



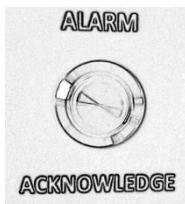
10. Adjust Treatment Intensity to a comfortable level



11. To Stop the Treatment before the Timer runs out press the "STOP" Button



12. When the Timer runs out or if the STOP Button is pressed an Audible Alarm will Sound and the "ALARM ACKNOWLEDGE" Light will flash. Press the "ALARM ACKNOWLEDGE" Button to silence the Alarm.



13. The Treatment is now complete and the Neuropulse Device can be switched OFF.

4. OPERATING INSTRUCTIONS

A. PREPARING FOR SESSION

- Before use make sure your skin is clean and free of any moisturising agents where the pads will be placed. You can use Alcohol wipes or soap and water to clean the area.

B. AFTER YOUR TREATMENT SESSION

- When the Neuropulse device is switched off, remove the electrode pads from your skin by holding the pad itself and gently pulling. Be careful not to pull the wires as this may damage them.
- Replace the electrode pads to their protective plastic shield and return them to the re-sealable plastic bag.

Note: When removing the electrode pads, **DO NOT PULL ON LEAD WIRES.**

C. CLEANING & STORAGE

- Clean the case and lead wires at least once a week by wiping with a damp cloth and a solution of mild soap and water. Wipe dry.
- Do not immerse your Neuropulse device in water.
- Do not use any other cleaning solution than soap and water.

D. OPERATION OF THE NEUROPULSE DEVICE

It is recommended to always start a treatment in the below described manner and not to resume treatment at previously set positions.

1. Open the high quality canvas bag and remove the Neuropulse MC-01 Device , Power Supply, Electrode Leads and Pads from the bag.



2. Connect the Neuropulse MC-01 device to the 12V power supply and the power supply to an Electricity Source.



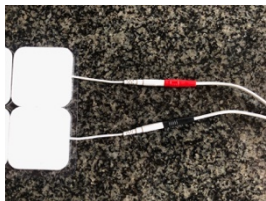
3. Connect the electrode leads to the Neuropulse device



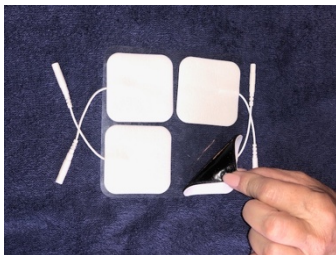
4. Ensure that the electrode lead connector is securely placed into the socket on the Neuropulse device as it may cause a bad connection which can result in improper treatment.



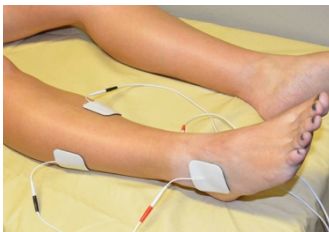
5. Connect the electrode leads to the electrode pads. Ensure that the electrode lead connector is securely placed into the electrode pad socket as it may cause a bad connection which can result in improper treatment.



6. Peel the electrode pads from their protective plastic shield by holding and lifting one corner of the pad and pulling



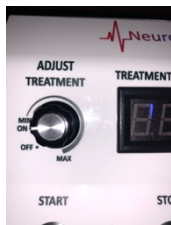
7. Place the electrode pads on the area to be treated. Please refer to "Section 5" for more information on where to place the pads for specific treatments.



8. Set the "TIMER" to the required treatment time. Treatment time can be set from 5 minutes to 30 minutes in 5 minute increments.



9. Switch "ON" the Neuropulse device, but do not turn the knob further than the "ON" position for now.



10. Press the "START" Button to start the treatment and the timer. The timer provides a little bit extra time than selected to allow the treatment intensity to be adjusted to the required level. This will ensure that you will receive treatment time for the required time.



11. Adjust Treatment Intensity to a comfortable level by rotating the "ON/OFF" and Intensity Level knob clockwise from minimum towards maximum. Adjust the knob until you feel a slight tingling sensation on the skin. Then slowly turn the knob further upwards to a comfortable level. Do not exceed the level of comfort as the Neuropulse device is very effective even on low level of treatment. This is the correct treatment level. Sit back and enjoy the Neuropulse treatment for the duration of the set time.



12. If you want to stop the treatment before the timer runs out it can be done by simply pressing the "STOP" button.



13. When the timer runs out or if the "STOP" button is pressed an audible alarm will sound and the "ALARM ACKNOWLEDGE" Light will flash.



14. Press the "ALARM ACKNOWLEDGE" button to silence the alarm.

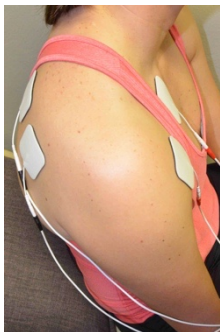


15. The Treatment is now complete and the Neuropulse device can be switched OFF.



5. ELECTRODE PAD PLACEMENT FOR AREA SPECIFIC TREATMENT

- Imagine a straight line going through the worst pain area. The Electrode Pads can be placed above and below pain leaving a couple of inches on each side or through in case of placing the pads in front and behind the pain area. Example, through shoulder;



- The ends of the Electrode lead wires are coloured Black and Red. This coding is provided to identify the direction of current flow. The red wires will be placed furthest away from the body core and the black wires closest to the body core. This will allow

for a current flow from the furthest point to the closest point which is also the body's natural direction of impulse flow.

- When placing electrode pads the same distance from the body core the direction of flow is not as important, for instance placing the pads on a shoulder.

EXAMPLES OF AREA SPECIFIC TREATMENTS:

- Full body treatment for a total sense of wellbeing



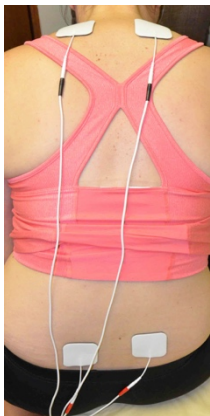
- Treatment of the knee



- Treatment of the ankle



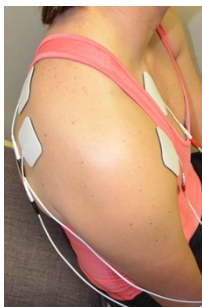
- Treatment of the back



- Treatment of the elbow



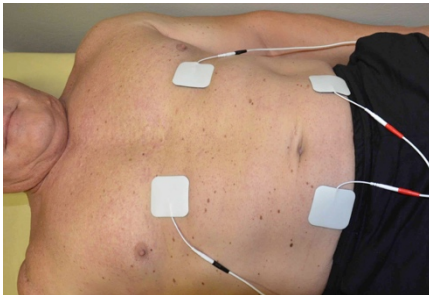
- Treatment of the shoulder



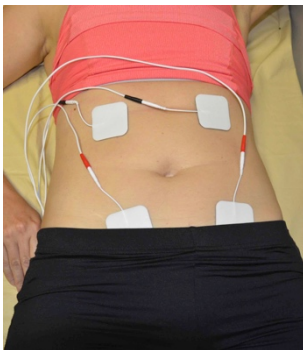
- Treatment of a tension headache: Note the direction is reversed from normal to allow for current flow from the body core to the head.



- Treatment of the stomach muscles



- Treatment of menstrual cycle pain and constipation



6. PRECAUTIONS, SAFETY MEASURES AND WARNINGS



The Neuropulse MC-01 device is an electrical device and needs to be treated as such, even though the input voltage is very low (12V).



This device is not water resistant and all precautions needs to be taken to protect it from liquids.



This symbol means "Refer to instructions for use"



Temperature Limitation: The Neuropulse MC-01 Device can operate in ambient temperature of -10 to 40 Degrees Celsius



Do not dispose in household waste



The Neuropulse MC-01 device is indicated for home use, health clinics and hospitals

WARNINGS:

- Do NOT use when driving, operating machinery, or similar actions needing muscular control. Loose electrode pads, damaged leads, or sudden changes in

contact may cause brief involuntary muscle movements.

- Do NOT use to mask or relieve undiagnosed pain. This may delay diagnosis of a progressive condition.

CAUTIONS:

- Caution: Should be observed when using the device at the same time as being connected to monitoring equipment with body worn electrode pads. It may interfere with the signals being monitored.
- Caution: Should be used following recent surgical procedures. Stimulation may disrupt the healing process.
- Caution: Do not permit use by children unable to understand the instructions or persons with cognitive disabilities, i.e.; Alzheimer's disease or dementia.
- Caution: Keep away from children under 5 years of age. Long cord - risk of strangulation in infants.

DO NOT PLACE ELECTRODE PADS:

- On skin, which does not have normal sensation.
- On broken skin.
- Over the eyes. May affect eyesight

ELECTRODE PADS CAUTION:

- Caution: Do not ignore any allergic reaction to the electrode pads: If a skin irritation develops, stop using

the device, as this type of electrodes may not be suitable for you. Alternative electrode pads specially made for sensitive skin are available.

- **Caution:** Do not use this device with leads or electrode pads other than those recommended by the manufacturer.

TO KEEP YOUR DEVICE IN GOOD WORKING ORDER, OBSERVE THE FOLLOWING ADDITIONAL CAUTIONS:

- **Caution:** Do not immerse your device in water or place it close to excessive heat such as a fireplace or radiant heater or sources of high humidity such as a nebulizer or kettle as this may cause it to cease to operate correctly.
- **Caution:** Keep the device away from sunlight, as long-term exposure to sunlight may dry out the electrode pads causing it to become less effective.
- **Caution:** Keep the device away from lint and dust, as long-term exposure to lint or dust may affect the sockets and can develop a bad contact.

7. PRINCIPLES OF DESIGN & DEVICE DESCRIPTION

The Neuropulse MC-01 Device is specifically designed to provide safe and effective pain relief in the comfort of your own home, as well as use in professional medical environment to help manage the pain from a wide range of conditions.

Neuropulse devices can be used alone for pain relief or be combined with other treatments.

Neuropulse MC-01 is designed to treat muscular, joint or nerve pain using gentle electrical stimulation and is suitable for use by all who can control the device and understand the instructions.

Do not use the device for any purpose other than this intended use.

Dual Channel: Two independent channels with four electrode pads to treat two areas at the same time

Large and Bright Display: Clearly shows the intensity being used and can be read in total darkness.

8. CONTRAINDICATIONS

- Do NOT use if you have a pacemaker (or if you have a heart rhythm problem) or with any electronic medical devices. Using this unit with electronic medical devices may cause erroneous operation of the device. Stimulation in the direct vicinity of an implanted device may affect some models.
- Do NOT use if you are or may be pregnant. It is not known whether Neuropulse may affect foetal development.
- Do NOT use if you have, in the area being treated: active or suspected cancer or undiagnosed pain with a history of cancer. Stimulation directly through a confirmed or suspected malignancy should be avoided
- Caution should be used if you have suspected or diagnosed epilepsy as electrical stimulation may affect seizure threshold.

9. ELECTRODE PADS

9.1 PAD POSITIONING:

- The electrode pads must always be used in pairs (two electrode pads on each channel), so that the signal can flow in a circuit.
- Since you don't know exactly where your nerves are, the easiest way is to apply the electrode pads around/near the source of the pain.
- Neuropulse activates the nerves best if it travels along the nerve rather than across it. So place one pad further from the spine than the source of the pain, and one closer.
- You may feel more sensation in one pad than the other. This is normal – it depends on where the electrode pads are in relation to your nerves.
- For areas that are difficult to reach, why not ask a friend to help you attach the electrode pads?
- Always check that the unit is OFF before attaching or removing electrode pads and when starting treatment.

9.2 PAD ADVICE

- The electrode pads supplied are reusable but for single patient use.

- In order to obtain the best conductivity through the electrode pads always ensure that they are in good condition and tacky.
 - Before use make sure your skin is clean and dry
 - Peel the electrode pads from their protective plastic shield by holding and lifting one corner of the pad and pulling. Do not pull on the pigtail wire of the pad.
 - After use always replace the electrode pads on the plastic liner and replace them in the re-sealable plastic bag.
 - If the electrode pads dry out, then it is best to buy a replacement pack.
 - Every time before and after using the pads, add a tiny drop of water on each pad and spread it around. If too much water is added, the electrode pad will become too soft.
 - Do not immerse the electrode pads in water as it will permanently damage the electrode pads.
 - In very hot weather the gel on the electrode pads may become soft. In such cases place them, still on their plastic liners and in their pouch into a fridge until they return to their normal condition.
 - Replace the electrode pads when they lose their stickiness.
 - Poor connection may cause discomfort and skin irritation.
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10. TROUBLESHOOTING

Condition	Possible causes	Solution
Neuropulse device is not switching "On"	<ul style="list-style-type: none">• Not connected to Power Supply• 12V Power Supply not connected to Electricity Source• 12V Power Supply not making good contact in Neuropulse device socket• 12V Power Supply not making good contact in electricity socket	Check all power connections on the device and power supply
No sensation	<ul style="list-style-type: none">• Intensity is not high enough.	Increase strength.

		Most users will start to feel something at a setting above 0.5
No sensation even when intensity is turned up	<ul style="list-style-type: none"> • The electrode leads are not properly connected to the Neuropulse device • The electrode leads are not properly connected to the electrode pads 	Check proper connection of the electrode leads to the Neuropulse device and electrode pads
No sensation even when intensity is turned up	<ul style="list-style-type: none"> • The timer is not started 	Press the start button and confirm that the green light is lit.
Display shows "000" even when intensity is turned up	<ul style="list-style-type: none"> • The timer is not started 	Press the start button and confirm that the green light is lit.

Slight burning sensation on skin	<ul style="list-style-type: none">• The electrode pads may be dry or are not making good contact with the skin	<ul style="list-style-type: none">• Refer to Section 9 "Electrode Pads" for proper pad placement and maintenance on the electrode pads.• If no change, replace electrode pads
Sudden change in sensation	If you disconnect and re- connect a few minutes later, the signal will feel much stronger.	Always return strength to zero before connecting the leads or electrode pads, then turn the intensity up to a comfortable level

Repeated and/or intermitted change in sensation	Electrode wires may be damaged. The electrode wires are a consumable and can break due to repeated bending of the wires	Replace electrode wires
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11. NEUROPULSE WARRANTY:

This warranty refers to the unit only. It does not cover, electrode pads or lead wires.

STANDARD ONE YEAR MANUFACTURER WARRANTY:

Neuropulse warrants this product to be free from defects in workmanship and materials, under normal residential use and conditions, for a period of one (1) year from the original invoice date.

Neuropulse agrees, at its option during the warranty period, to repair any defect in material or workmanship or to furnish a repaired or refurbished product of equal value in exchange without charge (except for a fee for shipping, handling, packing, return postage, and insurance which will be incurred by the customer). Such repair or replacement is subject to verification of the defect or malfunction and proof of purchase confirmed.

This warranty is void if the product is modified or altered, is subject to misuse or abuse; damaged in transit; lack of responsible care; is dropped; if the unit has been immersed in water; if damage occurs by reason of failure

to follow the written instructions for use booklet enclosed; or if product repairs are carried out without authority from Neuropulse.

We will repair, or at our option replace free of charge, any parts necessary to correct material or workmanship, or replace the entire unit and return to you during the period of the warranty. Otherwise, we will quote for any repair which will be carried out on acceptance of our quotation. The benefits conferred by this warranty are in addition to all other rights and remedies in respect of the product, which the consumer has under the Consumer Protection Act

WARRANTY LIMITATIONS

This warranty does not include:

- Damage to the outer body resulting from other than ordinary residential wear or any use for which the product was not intended
- Any condition resulting from incorrect or inadequate maintenance or care
- Damage resulting from misuse, abuse, negligence, accidents or shipping damage
- Dissatisfaction due to buyer's remorse
- Normal wear and tear

- If the unit is dropped
- If the unit has been immersed in water
- If damage occurs by reason of failure to follow the written instructions for use booklet

All warranty claims must be filed by the consumer to the retailer of this product, who in turn is to contact the manufacturer regarding any warranty return or replacement. Please retain invoices for a minimum of one year for warranty purposes.

CLAIM PROCEDURES:

- Claims for defective merchandise must be made within ONE (1) year from date of purchase
- Claims for missing parts must be made within TEN (10) calendar days after the device is received
- Any claim for defective merchandise returns must be packed in original packaging
- Neuropulse reserve the right to specify that items be returned to the original warehouse for inspection or be inspected by our representative in the field

- Pictures are required to claim defective merchandise, along with a copy of the original invoice
- Send pictures with contact information to Neuropulse Technical Support at support@neuropulse.co.za

If the claim is justified, the item(s) or part(s) will be repaired or replaced or a credit will be issued. It is our policy to replace parts whenever possible

Neuropulse Technical Support Contact Information:
Email: support@neuropulse.co.za
Tel: +27 82 562 5782