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PR3841



# PHILIPS



**PR3841**

**ENGLISH 4**

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## Important

Pay special attention to all warnings, precautions and contraindications in this user manual. Follow them strictly during use. Save the user manual for future reference.

## Glossary

- CE: Conformité Européenne
- CEC: California Energy Commission
- EC: European Commission
- EMS: electrical muscle stimulation
- EU: European Union
- FCC: Federal Communications Commission
- OTC: over the counter
- RF: radio frequency
- TENS: transcutaneous electrical nerve stimulation
- USB: universal serial bus

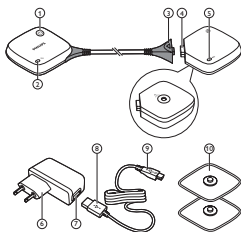
## Introduction

Thank you for buying this product. If you want to benefit fully from the support that Philips offers, please register your product at **[www.philips.com/pain-relief/register](http://www.philips.com/pain-relief/register)**. The PulseRelief device is available without prescription. To get the best possible results with this device, we advise you to follow the instructions in this user manual. If you have questions or need extra information, go to **[www.philips.com/pain-relief](http://www.philips.com/pain-relief)** or call toll-free 1-844-531-6861 (Monday - Saturday 9:00 AM - 9:00 PM EST, Sunday 9:00 AM - 6:00 PM EST, excluding Major Holidays).

## Intended use

The OTC TENS/EMS stimulator PulseRelief is designed to be used for temporary relief of pain associated with sore and aching muscles in the shoulder, waist, back, neck, upper extremities (arm), and lower extremities (leg) due to strain from exercise or normal household workactivities. It should be applied to normal, healthy, dry and clean skin of adult patients. And is to be used for stimulate healthy muscles in order to improve and facilitate muscle performance.

## Device description



- 1 On/off button
- 2 Status indicator
- 3 Detachable connector
- 4 Micro-USB socket of device
- 5 Battery indicator
- 6 Adapter
- 7 Socket for standard USB plug
- 8 Standard USB plug
- 9 Micro-USB plug
- 10 Self-adhesive hydrogel electrodes

## Benefits and risks

### Benefits

TENS programs can help relieve pain in muscles that are sore and aching due to exercise or normal household work. EMS programs make muscles contract. Muscle contraction may improve and facilitate muscle performance.

## Risks

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### General risk

TENS only treats symptoms. It reduces the feeling of pain, but it does not cure the cause of the pain.

Pain may be a signal from your body that some part of your body is damaged and needs attention.

### Specific risks

- You may get skin irritation and burns under the electrodes applied to your skin.
- You may get a headache or other pain if you use the device near your eye, or on your head or face.
- You may feel faint or sick during or after use of the device.
- Some reddening of the skin under or around the electrodes may occur during and shortly after EMS treatment. Skin reddening usually disappears within two hours after treatment. If the skin continues to be red for more than a day, please consult your physician.
- You may experience muscle exhaustion or muscle soreness after extended use of the EMS programs on the same muscles (more than 30 minutes a session, up to 3 times a day).

Stop using the device and consult your physician if you experience adverse reactions from the device.

To ensure safe usage of the device, follow the instructions in this user manual. Read the contraindications, warnings and precautions sections before you use this device.

If you are not sure if the device is suitable for you, consult your physician before using this device.

# IMPORTANT SAFEGUARDS

## Contraindications

Do not use this device with the following medical devices:

- Implanted electronic medical devices, such as pacemakers. This may cause electric shock, burns, or death.
- Electronic life support equipment, such as respirators.
- Electronic medical devices worn on the body, such as electrocardiographs.

If you use this device together with other electronic medical devices, these devices may not work correctly.

## Warnings



- If you are in the care of a physician, consult your physician before you use this device.
- If you have had medical or physical treatment for your pain, consult your physician before you use this device.
- If your pain does not improve, becomes more than mild, or continues for more than five days, stop using the device and consult your physician.
- Consult your physician before you use this device. The device may cause lethal disturbances to the heart rhythm in susceptible individuals.
- Do not use the device if you have a cognitive impairment (e.g. dementia, Alzheimer's disease). People who have a cognitive impairment may be unable to use the device according to the instructions and may become agitated by the treatment.
- Do not apply electrical muscle stimulation (EMS) over painful areas. If you have painful areas, consult your physician before you use the device.



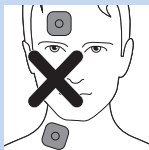


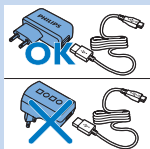
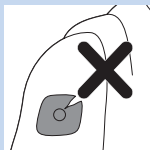


- Do not use the device while driving, operating machinery, or during any activity in which electrical stimulation can put you at risk of injury.
- Do not modify the device or the electrodes. This could cause improper functioning.
- As the electrical performance characteristics of electrodes may affect the safety and effectiveness of electrical stimulation, take the following into account:
  - 1 If the electrodes are too small or not correctly applied, this may result in discomfort or skin burn.
  - 2 Contact the manufacturer of the device, if you do not know if the electrode can be used with the device.

## Precautions

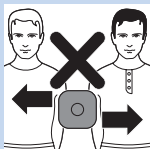
- TENS is not effective for pain of central origin, including headache.
- TENS is not a substitute for pain medications and other pain management therapies.
- TENS devices have no curative value.
- TENS is a symptomatic treatment. It suppresses the sensation of pain that normally serves as a protective mechanism.
- As TENS treatment may not be effective for everyone, consult your physician or healthcare professional to find out if TENS will work in your case.
- The long-term effects of electrical stimulation are unknown.
- Because the effects of stimulation on the brain are unknown, do not use the device on opposite sides of your head.
- Electrical stimulation or the electrical conductive gel may cause skin irritation or hypersensitivity.
- If you have suspected or diagnosed heart disease, follow the precautions from your physician.
- If you have suspected or diagnosed epilepsy, follow the precautions from your physician.





- Use caution if you are likely to have internal bleeding, for instance, after injuries or fractures.
- If you had surgery recently, consult your physician before you use the device. Using the device may disrupt the healing process.
- Use caution when you use the device over areas of skin that lack normal sensation.
- The impact of using this device during pregnancy is unknown. It may be not safe.
- Use caution when you use the device over the uterus during pregnancy or menstruation.
- Keep this device out of the reach of children.
- Do not use the device or an electrode if it is damaged. Always check the device and the electrodes for damage before use.
- Replace the self-adhesive electrodes if they no longer stick firmly to your skin.
- Do not use plaster or tape to attach the electrodes to the skin.
- Make sure that the electrodes do not touch metal objects, such as belt buckles or necklaces.
- Use this device only with Philips self-adhesive hydrogel electrodes, and the Philips adapter and USB cord supplied with the device.
- Use burst TENS programs while sitting or lying. These programs can result in muscle contractions.
- Always end the treatment in the Philips Treatment App or press the on/off button on the device before you remove the device or the electrodes. If you do not end the treatment, you may get an unpleasant sensation in your fingers when you touch the magnets. This sensation is not harmful, but it can be unpleasant.

## General recommendations



- Read this user manual carefully and always follow the treatment instructions.
- Do not use this device for any other purpose than what it is intended for.
- This device is designed for use by and on a single adult person. For hygienic reasons electrodes should not be shared.
- Do not use EMS stimulation to contract a muscle if contraction of the muscle may disrupt healing. For instance, muscle contraction may exacerbate the tear if a muscle or tendon is torn. After a recent surgical procedure, an acute trauma or a fracture, EMS stimulation may have an adverse effect on the healing process. Muscle contraction in case of tendinitis may also worsen symptoms.
- Do not use the device if you are connected to high-frequency surgical equipment. This may result in burns on the skin under the electrodes and may damage the device.
- Do not use the device within less than 39 inches (1 meter) from shortwave or microwave medical equipment. Close proximity to this equipment may cause unstable device output.
- Do not use the device if it is closer than 12 inches (30.5cm) to wireless communication equipment, such as wireless home network routers, cell phones, cordless phones and their base stations, and walkie-talkies. The electromagnetic interference of this wireless communication equipment may prevent the device from operating properly.
- The device is not waterproof. Do not use the device in wet surroundings.

- Although you can use the device indoors and outdoors, it does not withstand all weather conditions.
- The device does not withstand temperatures higher than 104°F (40°C) or lower than 41°F (5°C).
- The electrodes have a limited shelf life. Please check the packaging for the use-by date before use. Do not use electrodes whose use-by date has expired.
- Always use and store the electrodes according to the instructions.
- If the device does not function as described here, stop using it and call toll-free 1-844-531-6861 (Monday - Saturday 9:00 AM - 9:00 PM EST, Sunday 9:00 AM – 6:00 PM EST, excluding Major Holidays).

## SAVE THESE INSTRUCTIONS

### How the device works

#### TENS

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TENS is a non-invasive pain relief method. Healthcare professionals, such as chiropractors, physicians and physiotherapists, often use this method. TENS relieves pain in a way similar to rubbing the pain away. By rubbing, you cause a different skin sensation to mask pain. The device generates electrical pulses. Self-adhesive electrodes are placed on the skin close to the area of pain. The device delivers pulses across the skin through these electrodes. This activates the underlying sensory nerves. You can choose 15 pre-set TENS programs with different pulse settings. In each program, you can adjust the intensity of the pulse.

## EMS

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EMS is a method for muscle conditioning. It uses a device and electrodes placed on the skin. The electrodes are placed near the muscle to be stimulated. The device generates electrical pulses and passes these pulses across the surface of the skin to activate the underlying motor nerves. This makes the muscle contract. Contraction helps to condition the muscle. You can choose from 5 pre-set EMS programs. In each program, you can adjust the intensity of the pulse.

### Pre-set programs

The device comes with 15 pre-set programs for TENS and 5 pre-set programs for EMS. The order of the programs in the list does not mean that certain programs are more suitable for specific conditions than others. As the effect of a treatment program may strongly differ from person to person, we advise you to try out different treatment programs to find out which one works best for you.

### Program overview

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#### Conventional TENS programs

Conventional TENS programs deliver high-frequency stimulation. Their working mechanism is based on the Gate Control Theory. This theory states that stimulation blocks the transmission of pain signals. It is similar to rubbing away pain. Most people use conventional TENS for 30 minutes per session. You can use it as often and as long as it feels comfortable. You will notice the effect most clearly during use. The effect generally wears off rather quickly after use. Adjust the intensity so that you clearly feel the pulses. Treatment must not feel unpleasant or painful.

Name of conventional TENS program	Program description	Suggested treatment time
Conventional	May give you a continuous tingling stimulation	No limit
Thorough stimulus	May give you a more thorough stimulating sensation	No limit
Pre-activity	May give you a more local and soft stimulating sensation	No limit
Soft stimulus	May give you a softer stimulating sensation, e.g. for sensitive body parts	No limit
Deep stimulus	May give you a deeper stimulating sensation	No limit
Radiating pulse	May give you a more radiating stimulation sensation	No limit

### **Burst TENS programs**

Burst TENS uses high-frequency stimulation that comes in trains of pulses. This triggers the release of endorphins, which are painkillers produced by the body. You can use burst TENS for 30 minutes several times a day. Adjust the intensity of the burst program so that you feel the pulses strongly. The sensation can be slightly unpleasant. Set the intensity to a level that causes visible muscle contractions in the treatment area. These contractions are not harmful. If you find them too uncomfortable, decrease the intensity, choose a different program, or move the electrodes to a different place. Use burst TENS programs while sitting or lying. Burst TENS can lead to muscle contraction in the treatment area.

Name of burst TENS program	Program description	Suggested treatment time
Continuous burst	May give you a pulsing burst stimulation to release endorphins in your body	30 min.*
Slow kneading	May give you a slower and massaging burst stimulation to release endorphins	30 min.*
Mild kneading	May give you a milder burst stimulation to release endorphins in your body	30 min.*
Deep kneading	May give you a more local and deeper burst stimulation to release endorphins in your body	30 min.*
Diffuse burst	May give you a more diffused burst stimulation to release endorphins in your body	30 min.*

\* optionally multiple times a day, can be changed in the app

### **Frequency-modulated TENS programs**

Frequency-modulated TENS uses pulses that vary from high frequency to low frequency. In some cases, this program may be more comfortable or effective than the other programs. You can use frequency-modulated TENS for 30 minutes several times a day.



Name of freq. mod.TENS program	Program description	Suggested treatment time
Mixed frequency	May give you a flowing stimulation sensation	30 min.*
Pulsing massage	May give you a more pulsing stimulation sensation	30 min.*
Deep massage	May give you a slower and deeper flowing sensation	30 min.*
Gentle massage	May give you a mild flowing stimulation sensation	30 min.*

\* optionally multiple times a day, can be changed in the app

### **Electrical muscle stimulation (EMS) programs**

EMS uses pulses to evoke muscle contraction. This may help to condition muscles. Use EMS only on healthy, uninjured muscles. Apply EMS programs while sitting or lying, as they result in muscle contraction. EMS may feel unusual to new users. We advise new users to start at a low intensity to get used to the sensation. EMS should always feel comfortable. Muscle contractions must not be tiring. If you apply EMS after exercising, use a lower setting to avoid muscle fatigue.

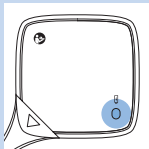
Name of EMS program	Program description	Suggested treatment time
Muscle stimulation pulse	May give you a nice soothing sensation	30 min.*
Muscle stimulation flow	May give you a comfortable tingling sensation	20 min.*
Muscle stimulation wave	May give you a mild contracting and relaxing sensation	30 min.*
Muscle stimulation flux	May give you an energizing muscle sensation	25 min.*
Muscle stimulation bounce	May give you a rhythmically relaxing sensation	20 min.*

\* optionally multiple times a day, can be changed in the app

## Signals on the device

### Battery indicator

- It is solid orange during charging and when the rechargeable battery is low.
- It is solid green when the device is connected to an electrical outlet.
- It is also solid green when the rechargeable battery is fully charged.



### Status indicator

- It flashes orange during treatment.
- It flashes green when the device is pairing.
- It is solid green when the device is in standby mode.



## Preparing for use

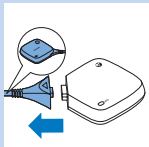
### Charging the device

You have to charge the device before you can use it. It takes about 5 hours to charge the device. When it is fully charged, you can use the device for about 8 hours.

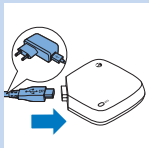
*Note: If the device is not fully charged when you start using it, the battery may run out during the treatment.*

*We advise you to always fully charge the device before use.*

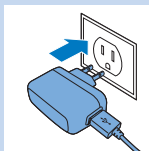
*Note: You cannot use the device during charging.*



- 1** Unplug the cable for connecting the two units from the micro-USB socket of the device.



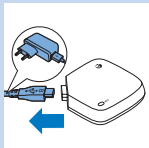
- 2** Insert the micro-USB plug of the adapter cable into the micro-USB socket of the device.



- 3** Insert the USB plug into the socket of the adapter and insert the adapter into an electrical outlet.

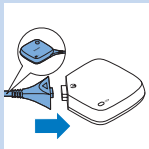
*Note: Insert the USB plug into a properly accessible electrical outlet so that you can remove it easily.*

- ▶ The battery indicator is solid orange during charging. When the battery is fully charged, the battery indicator turns solid green.



- 4** Remove the micro-USB plug from the micro-USB socket of the device.

*Note: Only use the USB socket to connect the adapter cable or the cable for connecting the two units. Do not use this socket for any other purpose.*



- 5 To reconnect the two device units, insert the connector of the cable for connecting the two device units into the micro-USB socket

## Installing and setting up the Treatment App

You need the Philips Treatment app to operate the device. Please go to the Apple App Store or Google Play, search for the 'Philips Treatment' app and press install.

## Using the device

Use this device for its intended household use as described in this user manual.

*Note: It is important to perform the steps in the order described in this chapter.*

## Attaching the electrodes and the device

- 1 Make sure that the skin you want to place the electrodes on looks healthy and is free from wounds or rashes.

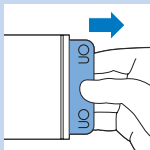
For TENS: Do not place the electrodes on red or inflamed skin and skin with open wounds, cancerous lesions or rashes.

For EMS: Only place the electrodes on healthy, uninjured muscles.



- 2 Clean the skin with a moist cloth and dry it thoroughly. The skin you want to place the electrodes on must be dry, clean and free from cream or lotion.

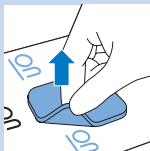
*Note: Dirt, grease or particles left on the skin may lodge themselves in the hydrogel of the electrodes. This has an adverse effect on the adhesive power of the electrodes.*



- 3** Take the electrodes from the plastic bag and check them for damage and signs of wear.

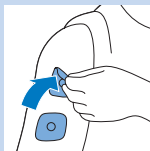
Caution: Do not use electrodes whose use-by date has expired. The use-by date is shown on the resealable plastic bag.

*Note: Replace the electrodes when they are damaged or dirty, when they have lost their adhesive power or when stimulation becomes uncomfortable, i.e. when you experience an unpleasant stinging or biting sensation.*



- 4** Pull the electrode off the liner and place it on the skin at the place you want to treat. See section 'Electrode placement' and the placement guide.

- 5** Place the second electrode on the body part you want to treat.



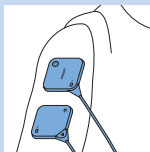
*Note: Always place the electrodes on the skin before you connect the device.*

*Note: Do not place the electrodes on top of each other or so close to each other that they touch each other.*



- 6** Attach the device to the electrodes. The device units have magnets in the center to ensure easy connection to the metal connectors of the electrodes. When the device units lock onto the electrodes properly, you hear a click.

*Note:* You can wear the electrodes with the device units attached to them under your clothes, also during treatment.



*Note:* Consult the electrode placement guide for the recommended position for the electrodes during treatment. This is only a recommendation. You can perform all activities allowed as intended use and not warned against in chapter 'Important safeguards' when you wear the device on your body. You can also continue to wear the device on your body in between treatments.

### Electrode placement

If you want the best results from using this device, make sure that you place the electrodes correctly.

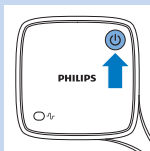
Do not use the device on skin that lacks normal sensation. You may have to move the electrodes a few times to find the optimal place. In some cases, it can be helpful to mark the spot. At the back of this user manual, you find the electrode placement guides for TENS and EMS. They give suggestions for places where you can attach the electrodes. Place the electrodes on or near the treatment area. You may need assistance when you want to attach electrodes to hard-to-reach spots.

Use of the device may lead to visible muscle contractions, especially in burst TENS programs (programs 7 to 11).

These contractions are not harmful. If they are uncomfortable, move the electrodes to a different place.

Be aware that muscle contraction is a desired effect in EMS programs (programs 16 to 20). If no contraction occurs in an EMS program, the electrode is not placed correctly, or the intensity is too low.

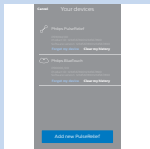
## Using the app to start and stop a treatment



**1** Turn on Bluetooth on your mobile device.

**2** Use the on/off button to set the device to standby.

- ▶ The status indicator on the device lights up solid green to indicate that the device is in standby mode and ready for treatment.
- ▶ If you do not start the treatment within 5 minutes, the device turns off automatically. If this happens, you first have to press the on/off button again to start a treatment.



**3** Open the Philips Treatment App.

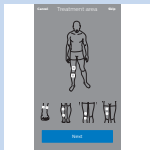
### Selecting a treatment area

At first-time use, you always have to select a treatment area. If you have used the device before, you can choose between 'My previous treatment' to repeat the previous treatment and 'Select new treatment' to start a different treatment.



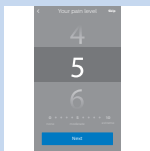
**1** Rotate the body animation on the screen.

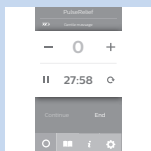
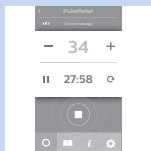
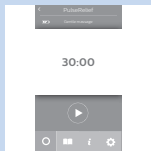
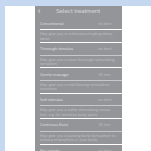
**2** Tap on one of the suggested locations for the electrodes to select the area you want to treat.



### Rating your pain intensity

**1** Swipe vertically to rate the intensity of your pain on a scale from 0 to 10. If you experience no pain tap 0 and if you experience the worst pain ever tap 10. If your pain is somewhere in between, rate it by tapping the appropriate number.





*Note: The pain intensity you indicate is not used by the app to determine the intensity of the treatment. The rating is only stored in your treatment diary. You can turn off this feature in the settings tab of the app.*

## Selecting your treatment

- 1 Scroll through the list of programs and tap a program to select it.
- 2 The start screen of the treatment appears.

## Starting and stopping a treatment

- 1 Tap the play button on the screen.
  - ▶ The treatment screen opens and the time starts to count down.
  - ▶ The status indicator on the device starts to flash orange.
- 2 On the treatment screen, you can tap the + or the - to increase or decrease the intensity to a comfortable level.
- 3 In programs with a specified maximum treatment time, treatment continues until the timer has counted down to 0. In programs that have no specified maximum treatment time, the timer counts up from 0. It continues to count up until you stop the treatment. If you want to stop or interrupt the treatment, tap the square in the center of the pulsing treatment indicator to stop the program.
  - To resume the program, tap 'Continue' or the arrow next to the time.
  - To end the program, tap 'End treatment'.



## Switching to another program

- 1** If you want to switch to another treatment program while a program is running:
  - on a smartphone or iPod, tap the name of the program in the treatment screen.
  - on a tablet, tap 'Treatment list'
- 2** The list of programs opens. Tap the treatment program you want to use.
- 3** The start screen of the treatment appears. Tap the play button to start the treatment.
- 4** Tap the + to increase the intensity to a comfortable level.

*Note: When you switch to another program during treatment, the intensity is automatically reset to 0. This is a safety measure. The intensity level of the previous program may be too high for the new program.*

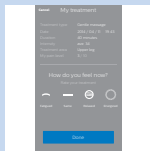
## Adapting the treatment time

- 1** Tap the time displayed in the treatment screen.
- 2** Change the remaining treatment time.

## Quick start

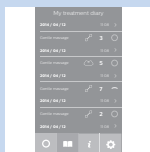
From the start screen, you can immediately start the program you used during your previous treatment.

- 1** From the start screen, tap the name of the treatment under 'My previous treatment'.
- 2** Swipe vertically to rate the intensity of your pain on a scale from 0 to 10.
- 3** Start the treatment.



## Other app features

**1** After the program finishes, you get to a screen that asks you to describe how you feel. You can indicate this by tapping one of the icons.



**2** Tap the book symbol to open your diary. The diary shows when treatments took place, which program you used and how long the treatment lasted.

- Tap the arrow to see more details.



**3** Tap the 'i' to open the information screen. This screen contains the following items:

- Using your PulseRelief
- Contact us

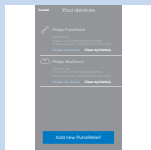


**4** Tap the settings symbol to open the settings screen. This screen contains the following items:

- Your devices
- Pain level tracking
- Sensation tracking
- Treatment area tracking
- Run treatment in background
- About

## Using a second device

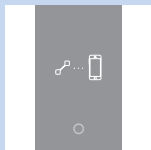
To treat a larger area of the body or to treat different body areas at the same time, you can pair a second PulseRelief device to the app.



**1** Tap the settings symbol and then tap 'Your Devices'.



**2** At the bottom of the screen, tap the device you want to pair: PulseRelief.



**4** The app enters pairing mode.

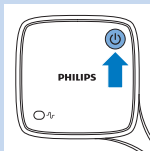


**5** When the device is paired to the app, the smart phone icon disappears and only the device is shown.

**6** Tap 'Back' to go back to the treatment screen.

## After use

Caution: Always end the treatment in the app or by pressing the on/off button before you remove the device or the electrodes. If you fail to do this, you may get an unpleasant sensation in your fingers when you touch the connectors. This sensation is not harmful, but it can be unpleasant



- 1 Press the on/off button to turn off the device.



- 2 Detach the device from the electrodes by pulling it off.

*Note: If you forget to turn off the device, it will turn off automatically after 5 minutes.*

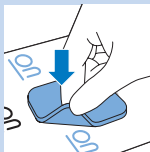


- 3 If you have used the device several times in one day, recharge it before your next treatment.

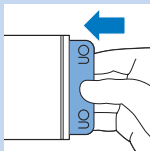
- 4 Peel the electrodes off the skin by pulling at the edge.

*Note: You can continue to use the electrodes at the same spot if treatment is still effective. If it is no longer effective, move the electrodes to a different spot. You also have to move the electrodes to a different spot if the skin under the electrodes becomes irritated.*

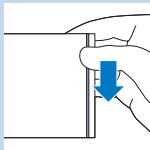
### Care for and storage of the electrodes



- 1 Place the electrodes back on the liner.



- 2 Slide the liner with the electrodes back into the bag.



### 3 Reseal the bag for dust-free storage.

*Note: To keep the electrodes in good condition and to prevent the hydrogel layer from drying out, always store them in the resealable bag when they are not attached to your body for treatment. Seal the resealable bag to guarantee dust-free storage.*

*Note: If you want to store electrodes for more than a month, keep them at temperatures between 41°F (+5°C) and 80.6°F (+27°C). Do not store the electrodes in the freezer or the refrigerator. Avoid high temperatures and exposure to direct sunlight.*

## Cleaning

Do not immerse the device in water or rinse it under the tap.

Do not immerse the electrodes in water.

### 1 Clean the device with a damp cloth and a mild cleaning agent, e.g. dishwashing liquid.

*Note: You can also clean the device with 70% isopropyl alcohol (IPA).*

Caution: Do not use any other cleaning agents than the ones mentioned above, as other cleaning agents could damage the material, e.g. cause loss of gloss.

### 2 If the electrodes are dirty, put a drop of water on your finger and gently rub the dirt off the surface.

*Note: Do not use soap or alcohol to clean the electrodes.*

This device has no other serviceable parts. Call toll-free 1-844-531-6861 (Monday - Saturday 9:00 AM - 9:00 PM EST, Sunday 9:00 AM - 6:00 PM EST, excluding Major Holidays) for assistance.

### Assistance

For assistance, visit our website [www.philips.com/support](http://www.philips.com/support) or call toll-free 1-844-531-6861 (Monday - Saturday 9:00 AM - 9:00 PM EST, Sunday 9:00 AM - 6:00 PM EST, excluding Major Holidays). Online information is available 24 hours a day, 7 days a week.

### Troubleshooting

This chapter summarizes the most common problems you could encounter with the PulseRelief. If you are unable to solve the problem with the information below, visit [www.philips.com/support](http://www.philips.com/support) for a list of frequently asked questions or contact the Philips Consumer Care Centre in your country.

Problem	Possible cause	Solution
The battery indicator on the device was orange and then the device turned off.	The battery is empty.	Charge the device (see chapter 'Preparing for use').
The battery indicator on the device is solid orange.	The battery is low.	This means that the battery has 30% of its capacity left. Recharge the device as soon as possible (see chapter 'Preparing for use').

Problem	Possible cause	Solution
I experienced an unpleasant sensation when I touched the connectors of the device or the electrodes.	You did not end the treatment in the app or did not press the on/off button on the device before you removed the device.	Always end the treatment in the app or press the on/off button on the device before you remove the device from your skin. In this way, you avoid the unpleasant sensation when you touch the connectors of the device or touch the electrodes. This sensation is unpleasant but not harmful.
The treatment feels different or less pleasant than usual.	The intensity is too high or too low.	On the program settings screen in the app, tap + or - to increase or decrease the intensity. You can also choose a different treatment program.
	The electrodes are not in the right place.	Turn off the device and detach it from the electrodes. Remove the electrodes from the skin and move them to a slightly different place.
	The electrodes are not properly attached.	Turn off the device and detach it from the electrodes. Check if the electrodes are attached to the skin properly.
	The electrodes are too dirty.	Clean the electrodes (see chapter 'Cleaning'). If this does not help, replace the electrodes.

Problem	Possible cause	Solution
	The electrodes are worn.	Replace the electrodes immediately.
	You are using electrodes that are past their use-by date.	Remove the electrodes and use new ones that are not past their use-by date.

## Replacement

### Electrodes

Replace the electrodes if:

- they are damaged or torn.
- they are past the use-by date indicated on the resealable bag.
- they have lost their adhesive power. Never use plaster or tape to attach them to your skin.
- stimulation feels less strong.
- when stimulation is uncomfortable, i.e. when you experience an unpleasant stinging or biting sensation.

*Note: Always replace the electrodes with electrodes recommended for this device by the manufacturer.*

### Accessories

PulseRelief accessories may be purchased at a store near you or on our website [www.philips.com/store](http://www.philips.com/store).

**Caution: Only use this device with the adapter, cord and electrodes recommended by the manufacturer.**



## Full Two-Year Warranty

Philips Electronics North America Corporation warrants each new Philips product, Model PR3841, against defects in materials or workmanship for a period of two years from the date of purchase, and the electrode pads for 30 days, and agrees to repair or replace any defective product without charge. **IMPORTANT:** This warranty does not cover damage resulting from accident, misuse or abuse, lack of reasonable care, the affixing of any attachment not provided with the product or loss of parts or subjecting the product to any but the specified voltage.\* Use of unauthorized replacement parts will void this warranty.

PHILIPS ELECTRONICS NORTH AMERICA CORPORATION WILL NOT PAY FOR WARRANTY SERVICE PERFORMED BY A NON-AUTHORIZED REPAIR SERVICE AND WILL NOT REIMBURSE THE CONSUMER FOR DAMAGE RESULTING FROM WARRANTY SERVICE PERFORMED BY A NON-AUTHORIZED REPAIR SERVICE. NO RESPONSIBILITY IS ASSUMED FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES.

In order to obtain warranty service, simply go to [www.philips.com](http://www.philips.com) or call toll-free 1-844-531-6861 (Monday - Saturday 9:00 AM - 9:00 PM EST, Sunday 9:00 AM - 6:00 PM EST, excluding Major Holidays) for assistance. It is suggested that for your protection you return shipments of product by insured mail, insurance prepaid. Damage occurring during shipment is not covered by this warranty.

**NOTE:** No other warranty, written or oral, is authorized by Philips Electronics North America Corporation.



This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion and limitations may not apply to you.

\* Read enclosed instructions carefully.

In U.S. only manufactured for: Philips Consumer Lifestyle, A Division of Philips Electronics North America Corporation, P.O. Box 10313, Stamford, CT 06904.

This symbol on the product's nameplate means it is listed by TÜV Rheinland US

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### 45-Day Money-Back Guarantee

If you are not fully satisfied with your Philips PulseRelief send the product back and we'll refund you the full purchase price. The PulseRelief must be shipped prepaid by insured mail, insurance prepaid, have the original sales receipt, indicating purchase price and date of purchase, and the money-back guarantee return authorization form enclosed. We cannot be responsible for lost mail. The PulseRelief must be postmarked no later than 45 days after the date of purchase. Philips reserves the right to verify the purchase price of the product and limit refunds not to exceed suggested retail price. To obtain money-back guarantee return authorization form, call toll-free 1-844-531-6861 (Monday - Saturday 9:00 AM - 9:00 PM EST, Sunday 9:00 AM - 6:00 PM EST, excluding Major Holidays) for assistance. Delivery of refund check will occur 6-8 weeks AFTER receipt of returned product.

## Battery recycling



- This Philips Pulse Relief contains a rechargeable Lithium-Ion battery which must be disposed of properly.
- Contact your local town or city officials for battery disposal information. You can also call 1-800-8-BATTERY or visit **www.rbrc.com** for battery drop-off locations.
- For assistance, visit our website **www.philips.com/support** or call toll-free 1-844-531-6861 (Monday - Saturday 9:00 AM - 9:00 PM EST, Sunday 9:00 AM – 6:00 PM EST, excluding Major Holidays).

**Compliance information**

- This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

**Radio interference**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

**RF Radiation Exposure Statement**

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. For handheld/body-worn operation, this equipment has been tested and meets the FCC RF exposure guidelines. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. Use of other accessories may not ensure compliance with FCC RF guidelines.


**Do not attempt to repair or modify this equipment.**

Any repairs or alterations made by the user to the equipment may void the warranty and compliance of the equipment. Changes or modifications made to this equipment not expressly approved by Philips may void the FCC authorization to operate this equipment. For assistance visit our website [www.philips.com/support](http://www.philips.com/support) or call toll-free 1-844-531-6861 (Monday - Saturday 9:00 AM - 9:00 PM EST, Sunday 9:00 AM – 6:00 PM EST, excluding Major Holidays).

**Electromagnetic emissions and immunity**

The PulseRelief device is approved according to electromagnetic compatibility (EMC) safety standard EN 60601-1-2. It is designed to be used in typical domestic environments.

## Specifications

<b>Model</b>	<b>PR3841</b>
Rated voltage(V) - adapter	100-240 ~ 150mA
Rated frequency (Hz) - adapter	50-60
Rated output - adapter	5V  300 mA
Class	Medical device Class 2
Ingress of water - device	IP22
Self-adhesive hydrogel electrode	2.16in (50mm) x 2.16in (50mm)
Battery type - device	Li-Ion
Adapter	The adapter is specified as part of the device

## Pulse output parameters

Frequency range	1-100 Hz
Pulse duration	60-350 $\mu$ s for programs 1 to 20
Maximum current output	60mA at 500-1000 Ohm
Maximum output voltage	60V
Current pulse shape	Biphase symmetrical (net current 0 DC)

## Operating conditions

Temperature	from 41°F (+5°C) to 104°F (+40°C)
Relative humidity	from 15% to 93% (non-condensing)
Atmospheric pressure	from 700hPa to 1060hPa

## Storage and transport conditions

Temperature - electrodes	from 32°F (0°C) to 104°F (+40°C)
Temperature - device	from 14°F (-10°C) to 122°F (+50°C)
Relative humidity	less than 93% (non-condensing)
Atmospheric pressure	from 700hPa to 1060hPa

*Note: If you want to store the electrodes for more than a month, keep them at temperatures between 41°F (+5°C) and 80.6°F (+27°C).*

*Note: Do not store the electrodes in the freezer or refrigerator. Do not expose them to high temperatures, nor immerse them in water, or leave them outside of the plastic bag.*

## Program specifications

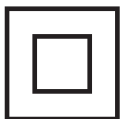
The table below gives information on the frequency, pulse width and pre-set time of each program. The current pulse in all programs has a symmetrical bi-phase waveform.

Program name	Program type	Frequency	Pulse width	Pre-set time
Conventional	Conventional	100 Hz	200 $\mu$ s	continuous
Thorough stimulus	Conventional	40 Hz	200 $\mu$ s	continuous
Pre-activity	Conventional	100 Hz	150 $\mu$ s	continuous
Soft stimulus	Conventional	80 Hz	60 $\mu$ s	continuous
Deep stimulus	Conventional	80 Hz	150 $\mu$ s	continuous
Radiating Pulse	Conventional	60 Hz	150 $\mu$ s	continuous
Continuous burst	Burst	100 Hz, 2 Hz	250 $\mu$ s	30 min.
Slow kneading	Burst	80 Hz, 1 Hz	200 $\mu$ s	30 min.
Mild kneading	Burst	80 Hz, 3 Hz	200 $\mu$ s	30 min.
Deep kneading	Burst	80 Hz, 2 Hz	150 $\mu$ s	30 min.
Diffuse burst	Burst	80 Hz, 2 Hz	180 $\mu$ s	30 min.
Mixed frequency	Freq. Mod.	8-100 Hz	250 $\mu$ s	30 min.
Pulsing massage	Freq. Mod.	2-8 Hz	250 $\mu$ s	30 min.
Deep massage	Freq. Mod.	2-80 Hz	180 $\mu$ s	30 min.
Gentle massage	Freq. Mod.	8-80 Hz	150 $\mu$ s	30 min.
Muscle stimulation pulse	Ampl. Mod.	40 Hz	200 $\mu$ s	30 min.
Muscle stimulation flow	Ampl. Mod.	50 Hz	150 $\mu$ s	20 min.



Program name	Program type	Frequency	Pulse width	Pre-set time
Muscle stimulation wave	Ampl. Mod.	65 Hz	200 $\mu$ s	30 min.
Muscle stimulation flux	Ampl. Mod.	40 Hz	350 $\mu$ s	25 min.
Muscle stimulation bounce	Ampl. Mod.	50 Hz	300 $\mu$ s	20 min.

## Explanation of symbols



### Symbols on the adapter and the device

- This symbol indicates that the adapter is double insulated (Class II) and complies with IEC 60601-1.



- This symbol indicates that you must not throw away the adapter and device with the normal household waste. For instructions on disposal of the battery, see chapter 'Battery recycling'.



- This symbol is the certification logo that identifies the accredited compliance test house.

### Symbols on the device



- This symbol indicates the serial number. It is followed by the serial number of the device.



- This symbol indicates the reference number of the manufacturer. It is the type number of the device.



- This symbol indicates the degree of protection. It indicates that the hazardous parts inside the device cannot be accessed with a finger. It also indicates that vertically falling water drops will not damage the device when tilted up to 15 degrees.



- This symbol means that, in compliance with IEC 60601-1, the part of the device that comes into physical contact with the user; i.e., the applied part, is of type BF or Body Floating type. The applied parts are the electrodes.



- This symbol means that this device emits non-ionizing radiation. All devices with RF transmitters or that use RF electromagnetic energy must have a label with this symbol.



- This symbol means: caution TENS output. You find this symbol near all electrode connections.



- This symbol indicates the manufacturer. It appears next to the legal address of the manufacturer.



- This symbol means that the device conforms to EC Directives. 0344 is the number of the notified body.



- This symbol tells users to read the user manual before they start using the device.



- This symbol is the standby symbol. It appears next to the button that sets the device to standby.



- This is the pulse symbol. It appears next to the status indicator.



- This is the battery symbol. It appears next to the battery indicator.



- This symbol is a certification mark. It is used on electronic products manufactured or sold in the United States. It confirms that the electromagnetic interference from the device is lower than the limits approved by the FCC.

### **Symbols on the adapter**



- This symbol means: alternating current.



- This symbol means: direct current.



- This symbol means that the adapter conforms to EC Directives.



- This symbol means that the adapter may only be used indoors.



- This symbol indicates the USB connector.

B



- This symbol indicates the micro-USB connector.



- This symbol is the certification mark for technical equipment. The GS mark is based on the German Equipment and Product Safety Act.



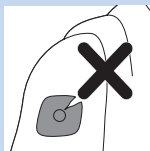
- This symbol shows that the no-load power CEC Efficiency Level is 5 in order to meet EU requirements.

### Symbols on electrode bag

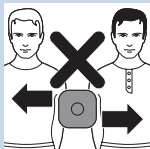
The symbols on the electrode bag mean the following.



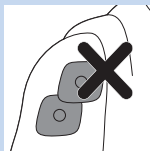
- Do not use the device while driving, operating machines, or performing other activities that may present a risk of injury.



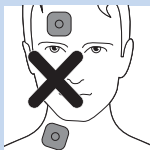
- Do not use damaged or worn electrodes or electrodes that have lost their adhesive power.



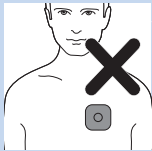
- The electrodes may only be used by one person. Do not share them with another person.



- Do not place the electrodes on top of each other, or so close to each other that they touch each other.



- Do not place electrodes on your head or on your neck.

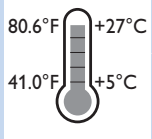


- Do not place the electrodes on your chest.



- Use the device only on normal, intact, clean, and healthy skin.

● **Do not use the device over open wounds or rashes, and over swollen, red, infected, or inflamed areas or skin eruptions (e.g., phlebitis, thrombophlebitis, varicose veins).**



- Do not use the device over, or close to, cancerous lesions.
- This symbol indicates the minimum and maximum storage temperatures that apply if electrodes are stored for more than one month.



- This is the use-by symbol. It indicates after which date you must not use the electrodes anymore.

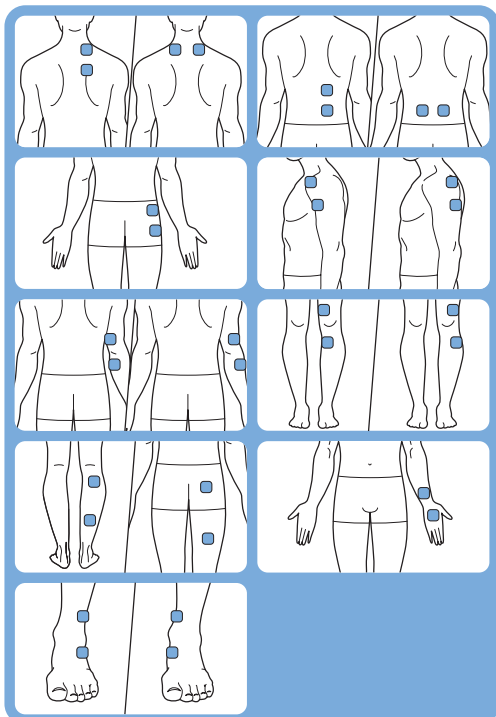


- This symbol indicates the manufacturer's batch code so that the batch or lot can be identified.



- This symbol indicates the expiry date. After this date you must not use the electrodes anymore.

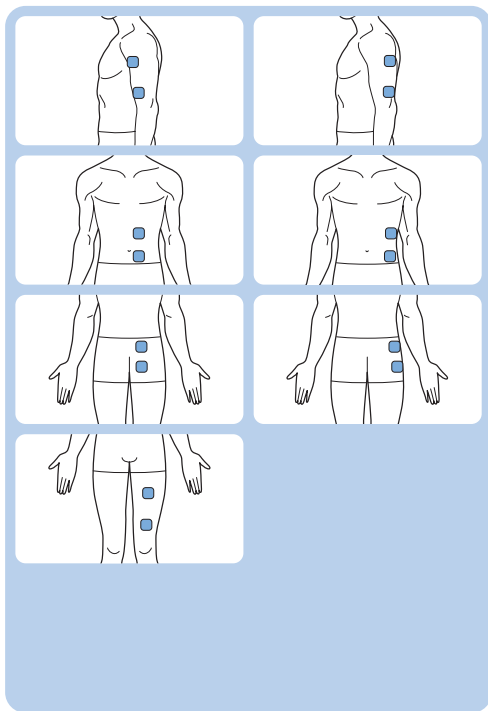
## TENS



For a description of the TENS programs (programs 1 - 15), refer to chapter 'Pre-set programs'.



## EMS



For a description of the EMS programs (programs 16 - 20), refer to chapter 'Pre-set programs'.







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