

AccuRelief™

Mini TENS

Natural, drug-free pain relief

20 Minute Treatment – Single Patient Use



User Manual

Model ACRL-1000

This manual is valid for the AccuRelief™ Mini TENS ACRL-1000

This instruction manual is published by Carex Health Brands.

Carex Health Brands reserves the right to improve and amend this manual at any time without prior notice.
Amendments may however be published in new editions of this manual.

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Conformity to safety standards

Carex Health Brands declares that the device complies with the following normative documents:

IEC60601-1, IEC60601-1-2, IEC60601-2-10, IEC62366,
ISO10993-5, ISO10993-10, ISO10993-1, ISO7010

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INTRODUCTION

Thank you for purchasing the AccuRelief™ Mini TENS (Model ACRL-1000) for your pain relief solution.

Please read the complete manual carefully before using the device for the first time, and keep this instruction manual in a convenient place or store with the device for future reference.

The pain reliever ACRL-1000 is a TENS stimulator.

What is TENS?

TENS stands for Transcutaneous Electrical Nerve Stimulation. It is a noninvasive, drug-free method of controlling pain. TENS uses tiny electrical impulses sent through the skin to the nerves to modify pain

perception. TENS does not cure any physiological problem. It only helps control the pain. TENS does not work for everyone. However, in most patients, it is effective in reducing or eliminating the pain, allowing for a return to normal activity.

How does TENS work?

Scientific theory suggests that electrical stimulation therapy may work in several ways:

- The gentle electrical pulses move through the skin to nerves nearby the sources of pain, shutting out the pain message from ever reaching the brain.
- The gentle electrical pulses increase the production of endorphins, the body's natural pain killer.

What conditions can TENS help relieve?

TENS provides pain relief for a number of different pain conditions associated with exercise, normal work and household activities. This product is designed for temporary relief of muscle and joint bone pain in the:

- | | |
|------------|----------------------------|
| ■ Neck | ■ Waist |
| ■ Shoulder | ■ Upper Extremities (arms) |
| ■ Back | ■ Lower Extremities (leg) |



The pain reliever should be applied to normal, healthy, clean and dry skin of adult patients.

What can I treat?

The Pain Reliever can treat many different types of pain. Refer to diagrams on page 17 for the ideal locations to place the gel pads for the treatment of the most common forms of pain. For other areas of pain, place the gel pads on either side of the pain area.

PLEASE NOTE: *Never place the gel pads on the head, face, heart, chest area, eyes, oral cavity, sexual organs or over the spine or bony premises.*

How long can I use the Mini TENS unit?

You may use the Mini TENS unit for at least 20 minutes a day. However, initially, you may need to wear it for longer. Please seek medical advice. If you wear it for longer periods, please check your skin where the gel pads have been placed to ensure your skin does not become sore.

PLEASE NOTE: *The gel pads are designed for temporary use for approximately 7 days when used for 20 minutes a day.*

The Mini TENS ACRL-1000 contains the following components:

- | | |
|-------------------------|-------------------|
| ■ 1 x 3V CR2032 battery | ■ 2 x gel pads |
| ■ 1 x Mini TENS | ■ 1 x user manual |
| ■ Quick start guide | |

IMPORTANT SAFETY PRECAUTIONS AND WARNINGS



It is important that you read all the warning and precautions included in this manual because they are intended to keep you safe, prevent injury and avoid a situation that could result in damage to the device.

SAFETY SYMBOLS USED IN THIS MANUAL



Indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.



Indicates a potentially hazardous situation which, if not avoided, could result in serious injury and equipment damage.



Indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury to the user, or damage to the device or other property.



DANGER

This stimulator must not be used in combination with the following medical devices:

- Internally transplanted electronic medical devices, such as pacemakers.
- Electronic life-support equipment, such as respirators.
- Electronic medical devices attached to the body, such as electrocardiographs.

Using this stimulator with other electronic medical devices may cause erroneous operation of those devices.



WARNING

Consult with your physician before using this device, because the device may cause lethal rhythm disturbances in certain susceptible individuals.

DO NOT USE THIS DEVICE UNDER THESE CONDITIONS:

- If you have a cardiac pacemaker, active implanted defibrillator, or other implanted metallic or electronic device. Such use could cause electric shock, burns, electrical interference, or death.
- Together with a life-supporting medical electronic device such as an artificial heart, lung or respirator.
- In the presence of electronic monitoring equipment (e.g., cardiac monitors, ECG alarms), which may not operate properly when the electrical stimulation device is in use.

- On open wounds or rashes, over swollen, red, infected, inflamed areas, or skin eruptions (e.g., phlebitis, thrombophlebitis, varicose veins); or on top of, or in proximity to, cancerous lesions.
- Over areas of skin that lack normal sensation.
- On the opposite sides of your head since the effects of stimulation of the brain are unknown.

DO NOT USE ON THESE INDIVIDUALS:

- Pregnant women, because the safety of electrical stimulation during pregnancy has not been established.
- Children or infants, because the device has not been evaluated for pediatric use.
- Persons incapable of expressing their thoughts or intentions.

DO NOT USE THIS DEVICE DURING THESE ACTIVITIES:

- Bathing or showering;
- Sleeping;
- Driving, operating machinery or any activity in which electrical stimulation can put you at risk for injury.

PAIN MANAGEMENT WARNINGS

- If you have had medical or physical treatment for your pain, consult with your physician before using this device.
- If your pain does not improve, becomes seriously chronic or severe, or continues for more than five days, stop using the device and consult with your physician.
- The mere existence of pain functions as a very important warning telling us that something is wrong. Therefore, if you suffer from any serious illness, consult your physician in order

to confirm that it is advisable for you to use this TENS unit.

WARNINGS AND PRECAUTIONS REGARDING THE PADS

- Apply pads to normal, healthy, clean, dry skin (of adult patients) because it may otherwise disrupt the healing process.
- If you experience any skin irritation or redness after a session, do not continue stimulation in that area of the skin.



NEVER APPLY THE PADS TO:

- The head or any area of the face.
- Any area of the throat because this can cause severe muscle spasms resulting in closure of the airway, difficulty breathing, or adverse effects on heart rhythm or blood pressure.

- Both sides of the thorax simultaneously (lateral or front and back), or across your chest because the introduction of electrical current may cause rhythm disturbances, which could be lethal.



CAUTION

WARNINGS AND PRECAUTIONS REGARDING THE PADS

- Do not bend or fold because the pads may not function properly. Place the pads onto the plastic film provided and then store in the sealed package when not in use.
- Do not apply ointment or any solvent to the pads or to your skin because it will keep the pads from functioning properly.
- The pads are already pre-gelled and will adhere to your skin.

- To avoid damage to the adhesive surface of the pads, put the pads only on the skin or on the plastic film provided.
- Place the pads at least 2 inches apart on your skin. The pads should never touch each other.
- Always place clean pads in accordance with the illustrations provided (Refer to page 17 for pad placement).
- Make sure the components are connected well and the pads are fixed on the part of the body you wish to treat or the therapy may not be effective.

DO NOT USE YOUR PADS THIS WAY:



- Pads should not touch each other when placed onto your skin.
- Do not place on your spine or backbone.
- Pads should not touch any metal object, such as a belt buckle, necklace or other jewelry made from metal.

- Pads should not be placed simultaneously on the soles of both feet.
- Pads should not be placed simultaneously on the calves of both legs.
- Do not share pads with another person. This may cause a skin irritation or infection. Pads are intended for use by one person.
- Do not place or relocate the pads while the device is on.
- Always turn the power off before removing or changing the pad location.
- Do not leave pads attached to the skin after treatment.

CAUTION WHILE USING THE TENS UNIT

- If the TENS unit is not functioning properly or you feel discomfort, immediately stop using the device.

- Do not use for any other purpose except as described in this manual.
- Do not pull on the electrode cord during treatment.
- Do not use the TENS device while wearing electronic devices such as watches as this may damage the device.
- Do not use near a cell phone as this may cause the TENS unit to malfunction.
- Do not bend or pull the end of the cord.
- Do not throw the batteries into a fire. The batteries may explode.
- Dispose of the device, batteries, and components according to applicable legal regulations. Unlawful disposal may cause environmental pollution.

- The size, shape and type of pads may affect the safety and effectiveness of electrical stimulation. Use only the AccuRelief™ brand electrode (AccuRelief™ Supply Kit - ACRL-0002) designed specifically for the ACRL-1000 Mini TENS device.

GENERAL PRECAUTIONS

- The long-term effects of electrical stimulation are unknown.
- Apply stimulation to only normal, intact, clean, dry, and healthy skin.
- TENS is not effective in treating the original source or cause of the pain, including headache.
- TENS is not a substitute for pain medications and other pain management therapies.
- TENS devices do not cure diseases or injuries.
- TENS is a symptomatic treatment and, as such, suppresses the sensation of pain that would otherwise serve as a protective mechanism.
- You may experience skin irritation or hypersensitivity due to the electrical stimulation or electrical conductive medium (gel) on the electrodes.
- If you have suspected or diagnosed heart disease, you should follow precautions recommended by your physician.
- If you have suspected or diagnosed epilepsy, you should follow precautions recommended by your physician.
- Use caution if you have a tendency to bleed internally, such as following an injury or fracture.
- Consult with your physician prior to using the device after a recent surgical procedure, because stimulation may disrupt the healing process.

- This stimulation should not be applied over the menstruating or pregnant uterus.
- This stimulation should not be applied over areas of skin that lack normal sensation.

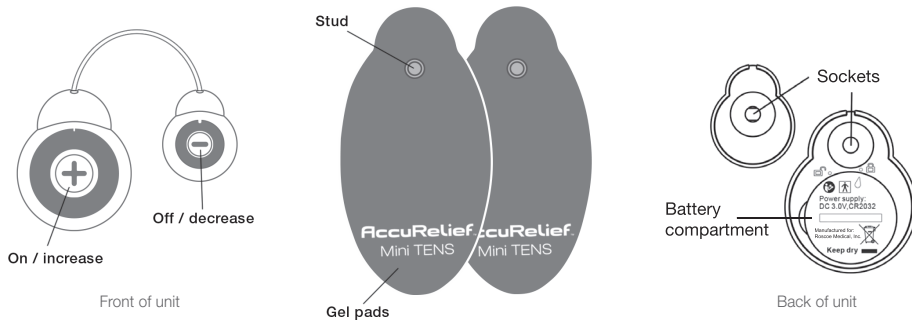


- Keep unit out of reach of young children. The unit contains small pieces that may be swallowed. Contact your physician immediately if ingested.
- Use only the AccuRelief™ brand electrode (AccuRelief™ Supply Kit – ACRL-0002) designed specifically for the ACRL-1000 Mini TENS device.

POSSIBLE ADVERSE REACTIONS

- Do not use device to treat one region for extended periods of time (more than 20 minutes a session, up to 3 times/day) or muscles in that region may become exhausted and sore.
- You may experience skin irritation and burns beneath the stimulation electrodes applied to your skin.
- You should stop using the device and consult with your physician if you experience adverse reactions from using the device.

PRODUCT STRUCTURE



AccuRelief_™
Mini TENS

BATTERY INFORMATION

The AccuRelief™ Mini TENS ships with the battery installed. **Before operating, pull the plastic protective strip from the back of the positive “+” electrode.**

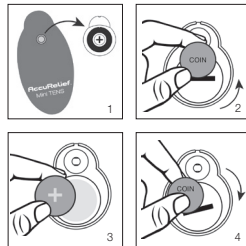


NOTES:

- Remove the battery if the device is not in use for long periods of time.
- Keep battery out of the reach of children.
- Dispose of the used battery safely according to local regulations.

BATTERY REPLACEMENT:

1. Remove the larger **+** button from the gel pad.
2. Using a coin, turn the battery cover counterclockwise to open.
3. Place the battery in the battery compartment so the positive terminal (**+**) faces upward.
4. Close the battery cover by turning it clockwise. Then snap the electrode pad to the back of the device.



WARNING

If battery leaks and comes into contact with the skin or eyes, wash immediately with large amounts of water.

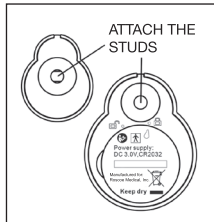
TREATMENT INFORMATION

STEP 1 Cleaning of skin

Clip excess hair from the treatment area. Wash area with soap and water, and dry completely.

STEP 2 Preparation of the TENS unit

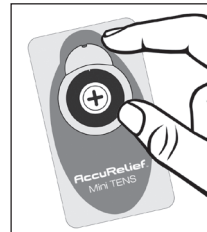
Each gel pad is pre-fixed with a stud to connect to the back of the device, and is protected by a transparent film. Attach the gel pads to the back of the device, pressing them in place.



NOTE: Remove clear protective film on the face of “+” and “-” electrode buttons.

STEP 3 Placing the gel pads

Remove the layer of film and place that side of the gel pad to the skin, positioning the gel pads on the area of pain. Press to ensure adhesion. Please read page 17 carefully to understand where to place the gel pads.



PLEASE NOTE:

- GEL PADS ARE REPLACEABLE.
(AccuRelief™ Supply Kit – ACRL-0002)
- Affix the gel pads so that they do not overlap one another and are approximately 2 inches apart.

Step 4

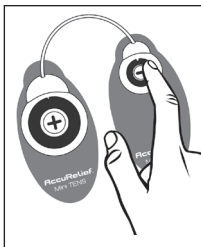
Operating the TENS unit

Once gel pads are securely placed on the skin, the TENS unit is ready for use.

1. To power on the unit, press and hold the “+” button for 3 seconds until you hear a mildly audible long beep.
2. Use the “+” button and the “-” button to adjust the intensity to a comfortable level. **NOTE:** There are 15 levels of intensity. Each time you press the “+” button or the “-” button, you will hear a mildly audible short beep indicating the intensity level has changed.

If the stimulation level becomes uncomfortable, press the “-” button to decrease the intensity to a comfortable level.

3. To power off unit, press and hold the “-” button for 3 seconds until you hear a mildly long beep.



NOTE: The unit will automatically power off after the 20 minute treatment is complete.

PLEASE NOTE:

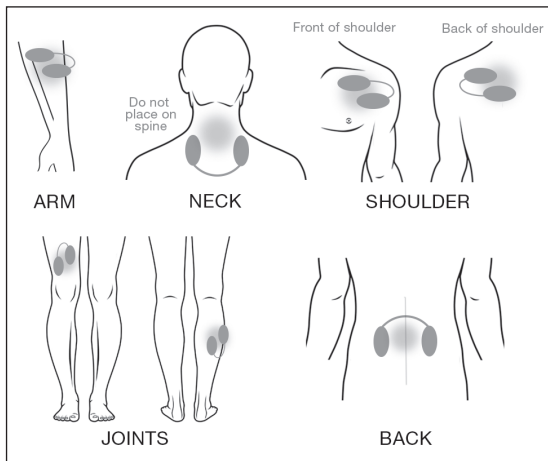
- If the continuous beeping persists, please check if the pads are adhered well to your skin.
- Do not move the gel pads to another part of your body without turning off the power first.
- Never stick the gel pads to each other.
- Keep the gel pads clean and do not expose to heat or direct sunlight.
- If the gel pads do not adhere to your body or are dirty, wipe with a damp, lint-free cloth. Do not clean adhesive gel pads with any chemical.
- Place the gel pads on intact skin only. Do not place on cuts or damaged skin.
- The AccuRelief™ Mini TENS is for single person use only. Do not share device with others.
- Place the gel pads on the protective transparent film when not in use.

GEL PAD POSITIONING

The TENS Unit can treat many different types of pain. This page shows diagrams of recommended placement of gel pads for the most common forms of pain. For other areas of pain, place the gel pads on either side of the area of pain.

PLEASE NOTE: Never place the gel pads on the head, face, heart, chest area, eyes, oral cavity, sexual organs or over the spine or bony premises.

- Do not immerse the TENS unit in water or any liquid. Do not drop the device or throw it from any height.
- After using the TENS unit, remove the gel pads and place them on the protective transparent film provided.



MAINTENANCE AND CAUTIONS

- Always use the protective film provided and then store in sealed package when the gel pads are not in use.
- Do not use any chemical to clean the device or the gel pads. If you need to clean the device, wipe with a damp, lint-free cloth.
- Do not let the gel pads dry out or expose them to direct sunlight.
- Keep the gel pads clean.

DISPOSAL

Used, fully-discharged batteries must be disposed of in a specially-labeled collection container at toxic waste collection points or through electrical retailers. You are under legal obligation to dispose of batteries correctly.

STORAGE

- After use, disconnect the gel pads, and then store safely and out of the reach of children.
- Store the TENS unit in a cool, dry place, 14° F ~ 131° F (-10°C ~ 55°C); 10% ~ 90% relative humidity.
- Do not expose the gel pads to direct sunlight and protect them against dirt and moisture.
- If the gel pads no longer stick to your skin or the gel pads are broken, you should replace them with new pads. (AccuRelief™ Supply Kit – ACRL-0002).

NOTE: Design and specifications are subject to change without notice.

TECHNICAL SPECIFICATIONS

Type:	Mini TENS ACRL-1000	Operating conditions:	50°F~104°F (10°C ~ 40°C); 30%RH ~ 85%RH
Power supply:	DC3.0V, 1×CR2032	Storage and transportation conditions:	14°F~122°F (-10°C ~ 50°C); 10%RH ~ 90%RH
Wave form:	Bi-phase square pulse wave	Size:	169 (L) x 34 (W) x 10 (H) mm
Frequency:	2~125Hz	Weight:	10.39 g (without battery)
Pulse width:	100~200 μs	Service life of device:	3 years
Output voltage:	0 – 70mA	Service life of battery:	With new battery, approx. 80 days if used for 20 min/day in normal conditions.
Output intensity level:	0~15 levels		
Treatment time:	20 minutes		

PROGRAM

The AccuRelief™ Mini TENS unit is preset with a combination program that delivers two phases of alternating therapy. They are specified as follows:

Program	Frequency	Pulse width	Time	Description
1	2~125 Hz	100~200 μs	2 min	The frequency and pulse width are modulation
2	40 Hz	100/150 μs	2 min	The pulse width is changed between 100 us and 150 us.

TROUBLESHOOTING

If the unit does not operate after taking these measures, contact Carex Health Brands.

PROBLEM	POSSIBLE CAUSES	POSSIBLE SOLUTION
The unit cannot power on	Is the battery exhausted?	Replace the battery.
	Is the battery installed correctly?	Insert the battery observing polarity.
Stimulation weak or cannot feel any stimulation	Gel pads are dried out or dirty.	Replace with new gel pads.
	Gel pads cannot stick to skin well.	Reconnect the pads.
Stimulation is uncomfortable	Intensity is too high.	Decrease intensity.
	Is the device being operated according to the manual?	Please check the manual before use.
The skin becomes red and/or you feel a stabbing pain	Use the gel pads on the same site every time.	Re-position the gel pads.
	The gel pads are not sticking to the skin properly.	Ensure the gel pads are securely placed on the skin.
	The gel pads are dirty.	Replace with new gel pads.
	The surface of the gel pads is scratched.	Replace with new gel pads.

IMPORTANT INFORMATION REGARDING ELECTROMAGNETIC COMPATIBILITY (EMC)

With the increased number of electronic devices such as computers and mobile (cellular) telephones, medical devices in use may be susceptible to electromagnetic interference from other devices. Electromagnetic interference may result in incorrect operation of the medical device and create a potentially unsafe situation. Medical devices should also not interfere with other devices.

In order to regulate the requirements for EMC (Electromagnetic Compatibility) with the aim to prevent unsafe product situations, the IEC60601-1-2 standard has been implemented. This standard defines the levels of immunity to electromagnetic interferences as well as maximum levels of electromagnetic emissions for medical devices.

Medical devices manufactured for Carex Health Brands conform to this IEC60601-1-2:2007 standard for both immunity and emissions.

Nevertheless, special precautions need to be observed:

- The use of accessories other than those specified by Carex Health Brands, may result in increased emission or decreased immunity of the device.
- Refer to EMC table guidance regarding the EMC environment in which the device should be used.

TABLE 1:

GUIDANCE AND MANUFACTURER'S DECLARATION – ELECTROMAGNETIC EMISSIONS		
<i>AccuRelief™ electrical stimulators are intended for use in the electromagnetic environment specified below. The customer or the user of these electrical stimulators should assure that it is used in such environment.</i>		
Emissions test	Compliance	Electromagnetic environment - guidance
RF emissions CISPR 11	Group 1	The device uses RF energy only for its internal function. Therefore, its RF emissions are very low and are not likely to cause any interference in nearby electronic equipment. The device is suitable for use in all establishments other than domestic and those directly connected to the public low-voltage power supply network that supplies buildings used for domestic purposes.
RF emissions CISPR 11	Class B	
Harmonic emissions IEC 61000-3-2	Not applicable	
Voltage fluctuations/ flicker emissions IEC 61000-3-3	Not applicable	

TABLE 2:

GUIDANCE AND MANUFACTURER'S DECLARATION – ELECTROMAGNETIC IMMUNITY			
<i>AccuRelief™ electrical stimulators are intended for use in the electromagnetic environment specified below. The customer or the user of these electrical stimulators should assure that it is used in such environment.</i>			
Immunity test	IEC 60601 test level	Compliance level	Electromagnetic environment - guidance
Electrostatic discharge (ESD) IEC 61000-4-2	±6 kV contact ±8 kV air	±6 kV contact ±8 kV air	Floors should be wood, concrete or ceramic tile. If floors are covered with synthetic material, the relative humidity should be at least 30%.
Electrical fast transient/burst IEC 61000-4-4	Not applicable	Not applicable	Not applicable
Surge IEC 61000-4-5	Not applicable	Not applicable	Not applicable
Voltage dips, short interruptions and voltage variations on power supply input lines IEC 61000-4-11	Not applicable	Not applicable	Not applicable
Power frequency (50/60Hz) magnetic field IEC 61000-4-8	3 A/m	3 A/m	Power frequency magnetic fields should be at levels characteristic of a typical location in a typical commercial or hospital environment.

TABLE 4:

GUIDANCE AND MANUFACTURER'S DECLARATION – ELECTROMAGNETIC IMMUNITY			
<i>AccuRelief™ electrical stimulators are intended for use in the electromagnetic environment specified below. The customer or the user of these electrical stimulators should assure that it is used in such environment.</i>			
Immunity test	IEC 60601 test level	Compliance level	Electromagnetic environment - guidance
Conducted RF IEC 61000-4-6	Not applicable	3 V/m	<p>Portable and mobile RF Communications equipment should be used no closer to any part of the device, including cables, than the recommended separation distance calculated from the equation applicable to the frequency of the transmitter.</p> <p>Recommended separation distance $d = 1.2 \sqrt{P}$ $d = 1.2 \sqrt{P}$ 80 MHz to 800 MHz $d = 2.3 \sqrt{P}$ 800 MHz to 2.5 GHz Where P is the maximum output power rating of the transmitter in watts (W) according to the Transmitter manufacturer and d is the recommended separation distance in meters (m).</p> <p>Field strengths from fixed RF transmitters, as determined by an electromagnetic site survey,^a should be less than the compliance level in each frequency range.^b</p> <p>Interference may occur in the vicinity of equipment marked with the following symbol:</p>
Radiated RF IEC 61000-4-3	3 V/m 80 MHz to 2.5 GHz		



NOTE 1 At 80 MHz ends 800 MHz the higher frequency range applies.

NOTE 2 These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects and people.

a Field strengths from fixed transmitters, such as base stations for radio (cellular/cordless) telephones and land mobile radios, amateur radio, AM and FM radio broadcast and TV broadcast cannot be predicted theoretically with accuracy. To assess the electromagnetic environment due to fixed RF transmitters, an electromagnetic site survey should be considered. If the measured field strength in the location in which the device is used exceeds the applicable RF compliance level above, should be observed to verify normal operation. If abnormal performance is observed, additional measures may be necessary, such as reorienting or relocating the device.

b Over the frequency range 150 kHz to 80 MHz, field strengths should be less than 3 V/m.

TABLE 6:

RECOMMENDED SEPARATION DISTANCES BETWEEN PORTABLE AND MOBILE RF COMMUNICATIONS EQUIPMENT AND THE DEVICE			
<i>The device is intended for use in an electromagnetic environment in which radiated RF disturbances are controlled. The customer or the user of the device can help prevent electromagnetic interference by maintaining a minimum distance between portable and mobile RF communications equipment (transmitters) and as recommended below, according to the maximum output power of the communications equipment.</i>			
Rated maximum output power of transmitter W	Separation distance according to frequency of transmitter m		
	150 kHz to 80 MHz $d = 1.2 \sqrt{P}$	80 MHz to 800 MHz $d = 1.2 \sqrt{P}$	800 MHz to 2.5 GHz $d = 2.3 \sqrt{P}$
0.01	0.12	0.12	0.23
0.1	0.38	0.38	0.73
1	1.2	1.2	2.3
10	3.8	3.8	7.3
100	12	12	23

For transmitters rated at a maximum output power not listed above, the recommended separation distance (d) in meters (m) can be estimated using the equation applicable to the frequency of the transmitter, where P is the maximum output power rating of the transmitter in watts (W) according to the transmitter manufacturer.

NOTE 1 At 80 MHz and 800 MHz. the separation distance for the higher frequency range applies.

NOTE 2 These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects and people.

Note: EMC tests conducted including attached electrode cord of 1.5 m length.

EXPLANATION OF SYMBOLS



Type BF Applied Part



Disposal in accordance with Directive 2002/96
EC (WEEE)



Refer to Instruction Manual



Caution



Keep Dry

WARRANTY

Please contact Carex Health Brands or the device center in case of a claim under the warranty. If you have to send in the unit, enclose a copy of your receipt and clearly state the defect. The following warranty terms apply:

1. The warranty period for the device is one year from date of purchase. In case of a warranty claim, the date of purchase has to be proven by means of the sales receipt or invoice.
2. Repairs under warranty do not extend the warranty period either for the device or for the replacement parts.
3. The following is excluded under the warranty:
 - All damage due to improper treatment, e.g. non-observance of the user instruction.
 - All damage which is due to repairs or tampering by the customer or unauthorized third parties.
 - Damage during transport from the manufacturer to the consumer or during transport to the service center.
 - The battery and gel pads are subject to normal wear and tear.
4. Liability for direct or indirect consequential losses caused by the unit is excluded even if the damage to the unit is accepted as a warranty claim.

LIMITED ONE YEAR WARRANTY

Your AccuRelief™ Mini TENS device is warranted for a period of 1 year from the date of original purchase. Electrodes pads are excluded from this warranty. Carex Health Brands sells its products with the intent that they are free of defects in manufacture and workmanship if used in accordance with the instructions provided. We will, at our option, repair or replace without charge any device covered by the above warranties. These warranties extend only to Consumers and do not extend to Retailers.

To obtain warranty service on your AccuRelief™ product, contact Customer Service by calling at 1-800-328-2935 for the repair center address and for the return shipping/handling fee. Enclose a letter with your name, address, phone number, model number, serial number, date of purchase, location of purchase and description of specific problem. Be sure to include your receipt as Proof of Purchase. Pack the product carefully to prevent damage in transit. Because of possible loss in transit, we recommend insuring the product with return receipt requested.

Carex Health Brands does not authorize anyone, including, but not limited to, Retailers, the subsequent consumer purchaser of the product from a Retailer or remote purchasers, to obligate Carex Health Brands in any way beyond the terms set forth herein. These warranties do not cover damage caused by misuse or abuse; accident; the attachment of any unauthorized accessory; alteration to the product; improper installation; unauthorized repairs or modifications; improper use of electrical/power supply; loss of power; dropped product; malfunction or damage of an operating part from failure to provide manufacturer's recommended maintenance and storage; transportation damage; theft; neglect; vandalism; or environmental conditions; loss of use during the period the product is at a repair facility or otherwise awaiting parts or repair; replacement batteries or any other conditions whatsoever that are beyond the control of Carex Health Brands. These warranties are effective only if the product is purchased and operated in the country in which the product is purchased. A product that requires modifications or adoption to enable it to operate in any other country than the country for which it was designed, manufactured, approved and/or authorized, or repair of products damaged by these modifications is not covered under this warranty.

THESE WARRANTIES PROVIDED HEREIN SHALL BE THE SOLE AND EXCLUSIVE WARRANTIES. THERE SHALL BE NO OTHER WARRANTIES EXPRESSED OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS OR ANY OTHER OBLIGATION ON THE PART OF THE COMPANY WITH RESPECT TO PRODUCTS COVERED BY THESE WARRANTIES. CAREX HEALTH BRANDS SHALL HAVE NO LIABILITY FOR ANY INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES. IN NO EVENT SHALL THESE WARRANTIES REQUIRE MORE THAN THE REPAIR OR REPLACEMENT OF ANY PART OR PARTS WHICH ARE FOUND TO BE DEFECTIVE WITHIN THE EFFECTIVE PERIOD OF THESE WARRANTIES. NO REFUNDS WILL BE GIVEN. IF REPLACEMENT PARTS FOR DEFECTIVE MATERIALS ARE NOT AVAILABLE, CAREX HEALTH BRANDS RESERVES THE RIGHT TO MAKE PRODUCT SUBSTITUTIONS IN LIEU OF REPAIR OR REPLACEMENT.

These warranties do not extend to the purchase of opened, used, repaired, repackaged and/or resealed products including but not limited to sale of such products on Internet auction sites and/or sales of such products by surplus or bulk resellers. Any and all warranties or guarantees shall immediately cease and terminate as to any products or parts thereof which are repaired, replaced, altered, or modified, without the prior express or written consent of Carex Health Brands.

These warranties provide you with specific legal rights. You may have additional rights which may vary from state to state. Because of individual state regulations, some of the above limitations and exclusions may not apply to you.

For more information regarding our product line in the USA, please visit: www.accurelief.com

AccuRelief™ Model: _____

Serial Number: _____

Date of Purchase: _____

Distributor: _____



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