

# OMRON®

## INSTRUCTION MANUAL

TENS Therapy Pain Relief

# Pocket Pain Pro® PM400

Pads are for Single Patient Use Only



**5**  
Modes

**10**  
Power Levels

All for Healthcare

ENGLISH

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**PAIN MANAGEMENT**

Electrotherapy is a drug-free  
option for muscle or joint pain

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# 1. INTRODUCTION

Thank you for purchasing the Omron Pocket Pain Pro Model PM400.

In order to use the unit safely, read the complete manual carefully before using the unit for the first time.

Keep this instruction manual in a convenient place or store with the unit for future reference.

- **Keep your purchase receipt as proof of purchase for warranty coverage.**

This box contains the following components:

- Pocket Pain Pro Unit
- Electrode Cords
- 2 LONG LIFE PADS™
- Pad Holder
- 2 AAA Batteries
- Instruction Manual
- Quick Start Guide / Pad Placement Guide

## 2. INTENDED USE

The OMRON Pocket Pain Pro is intended for:

The relief of pain associated with sore or aching, muscles of the lower back, arms, legs shoulder, or foot due to strain from exercise or normal household and work activities. When used for the symptomatic relief and management of chronic, intractable pain and relief of pain associated with arthritis, use the Mode 1 (Arm/Shoulder) or Mode 3 (Leg/Foot) of stimulation.

Environments of Use: Clinics, hospital and home environments

Patient Population: Adult

## 3. SAVE THESE INSTRUCTIONS

### **Symbols Glossary**

For symbol information, visit: [OmronHealthcare.com/symbols-glossary](https://www.OmronHealthcare.com/symbols-glossary)

### **Contraindication**

Do not use this device if you have a cardiac pacemaker, implanted defibrillator or other implanted metallic or electronic device. Such use could cause electric shock, burns, electrical interference or death.

## 4. IMPORTANT SAFETY PRECAUTIONS AND WARNINGS

### **⚠ WARNING**

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

#### **DO NOT USE THIS UNIT WITH THESE OTHER DEVICES:**

- **Do not use** this device **while using another TENS device.**
- Together with a **life-supporting medical electronic device** such as an artificial heart or lung or respirator.
- For Hospitals and Clinics, in the presence of or **when attached to the body, electronic monitoring equipment** (e.g. cardiac monitors, ECG alarms), which may not operate properly when the electrical stimulation device is in use.
- For Hospitals and Clinics, Simultaneous **connection** of a patient **to a high frequency surgical ME equipment** may result in burns at the site of the stimulator electrodes and possible damage to the stimulator.
- For Hospitals and Clinics, operation **in close proximity** (e.g. 1m) **to a shortwave or microwave therapy ME equipment** may produce instability to the stimulator output.

#### **DO NOT USE THIS UNIT UNDER THESE CONDITIONS**

- **Consult with your physician before using this unit.**

The unit may cause lethal rhythm disturbances in certain susceptible individuals. If you have had a recent surgical procedure, the stimulation may disrupt the healing process.

#### **Before using your unit, ensure that:**

- 1. Cord is not broken.**
- 2. Pad gel is not damaged.**
- 3. Electrode cord connection is not broken.**
- 4. Unit is intact and working.**
- 5. There is no battery leakage.**

## 4. IMPORTANT SAFETY PRECAUTIONS AND WARNINGS

### DO NOT USE ON THESE INDIVIDUALS

- **Pregnant women.**
  - Do not use on **children or infants** because this device has not been evaluated for pediatric use.
  - Keep out of the reach of **young children** because the electrode cord could cause strangulation.
  - **Persons incapable of expressing their thoughts or intentions.**
  - **Persons incapable of operating the unit by themselves.**
  - Use caution if you have a **tendency to bleed internally**, such as following an injury or fracture.
  - **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 stimulation is applied **over the menstruating uterus**.
- **NEVER APPLY THE PADS TO THESE BODY AREAS:**

	The <b>head</b> , the <b>mouth</b> , or any area of the <b>face</b> .
	The <b>neck</b> or any area of the <b>throat</b> because this could cause severe muscle spasms resulting in closure of the airway, difficulty in breathing, or adverse effects on heart rhythm or blood pressure.
	<b>Near the heart</b> , or on <b>genital area</b> .

	Both sides of the <b>chest cavity</b> simultaneously (lateral or front and back), or <b>across your chest</b> because the introduction of electrical current may cause rhythm disturbances which could be lethal.
	On the <b>calves of both legs</b> at the same time because this may cause cardiac disturbance.
	On the <b>soles of both feet</b> at the same time because this may cause cardiac disturbance.

**Open wounds or rashes or over swollen, red, infected or inflamed areas or skin eruptions** (such as varicose veins, phlebitis, thrombophlebitis and thrombosis), or on top of or close to **cancerous lesions**, or over areas of **skin that lack normal sensation**.

## 4. IMPORTANT SAFETY PRECAUTIONS AND WARNINGS

### DO NOT USE THIS UNIT DURING THESE ACTIVITIES

- **When in the bath or shower;**
- **While sleeping;**
- **While driving, operating machinery,** or during any activity in which electrical stimulation can put you at risk of injury.

### PAIN MANAGEMENT WARNINGS

- If you have had medical or physical treatment for your **pain, consult with your physician** before using this unit.
- If your pain does not improve, becomes seriously chronic or severe, or continues for **more than five days**, stop using the unit 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 unit.
- If you have any infectious disease or illness, **consult with your physician** before using this unit.

### DO NOT ALTER THE UNIT

- Do not plug this cord into anything other than this unit.
- **No modification** of this unit is allowed.
- **Use this unit only with the pads, leads, electrodes, and accessories recommended** by the manufacturer to avoid damage to the unit.

### WARNINGS REGARDING THE PADS

- **Apply pads to normal, healthy, dry, clean 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.

### CORD

- Do not wash the electrode cords.

### Possible Adverse Reactions

- **You should stop using the unit and consult with your physician** if you experience adverse reactions from the unit.
- **You may experience skin irritation and burns** beneath the stimulation electrodes applied to your skin.
- **You may experience headache and other painful sensations** during or following the application of electrical stimulation near your eyes and to your head and face.

## 4. IMPORTANT SAFETY PRECAUTIONS AND WARNINGS

### CAUTION

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

### PRECAUTIONS REGARDING THE PADS

- **Do not move the pads to another location while the unit is on.**
  - Therapy won't work with just one pad. **You MUST USE 2 PADS at the same time.**
  - **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.
  - **Pad should not touch any metal object**, such as a belt buckle, necklace, or other metal worn under clothing.
  - **Do not overlap pads** or put pads on top of each other. It may weaken or stop therapy, or the unit may stop working.  
**Gel pads may also stick together** and cause gel to be removed when separating.
  - **Do not use pads after Exp. date.**
  - **Do not apply pads with wet hands.**
  - **Do not leave pads attached to the skin after treatment.**
  - **Do not bend or fold pads** because the gel may get damaged and it won't stick or function properly.
  - To avoid damage to the adhesive surface of the pads, **put the pads only on the skin or on the plastic pad holder provided.**
  - **Always place clean pads in accordance with illustrations** provided (Refer to [GET STARTED WITH YOUR THERAPY] STEP1- Pad Placement).
  - **Do not apply ointment or any solvent** to the pads or to your skin because it will disrupt the pads from functioning properly. The self-adhesive pads will adhere to your skin.
  - **Place pads on either side of the pain, not directly on the pain.**
- **Do not share pads with another person.** This may cause a skin irritation or infection. Pads are intended for use by one person.

# 4. IMPORTANT SAFETY PRECAUTIONS AND WARNINGS

## CAUTION WHILE USING UNIT

### MAIN UNIT

- **If the unit is not functioning properly** or you feel discomfort, immediately stop using the unit.
- **Do not use for any other purpose** except for what it is intended.
- **Do not place in a room with high humidity**, such as a bathroom. This will damage the unit. **Ideal temperature for using** 50 °F - 104 °F (10 °C - 40 °C), 30 % - 80 % relative humidity.
- Do not use the unit without proper lighting. You may not be able to operate unit successfully.
- While using this device, make sure that no mobile phone or any other electrical devices that emit electromagnetic fields is within 12 inches (30 cm). This may result in poor performance of the device.
- **Do NOT turn unit on, until pads are on your skin.**

### CORD

- **Do not insert the electrode plug into any place other** than the jack on the unit.
- **Do not pull on the electrode cord** during treatment.
- **Do not bend or pull the end of the cord.**
- When pulling out the cord from the unit, **hold the plug and pull.**
- **Replace the cord when broken or damaged.**

### BATTERY

- **Do not throw the batteries into a fire.** The batteries may explode.
- **Dispose of the unit, batteries, and components according to applicable legal regulations.** Unlawful disposal may cause environmental pollution.
- **Do not mix alkaline and manganese batteries** as this will shorten the battery life.
- During therapy, do not remove the battery cover and do not touch the battery terminals.
- Do not use rechargeable batteries.
- Do not use batteries after their expiration date.

### PADS

- **Use only pads recommended by the manufacturer** to avoid affecting the safety and effectiveness of electrical stimulation.
- **The electrical performance characteristics of pads may affect the safety and effectiveness** of electrical stimulation.
- **Applying pads incorrectly** could result in discomfort or skin burns.
- Detach the pads before replacing the batteries.

## 4. IMPORTANT SAFETY PRECAUTIONS AND WARNINGS

- **Place pads at least 1 inch (3 cm) apart for optimal results.**

### 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 disease or injuries.
- TENS is a symptomatic treatment and, as such, suppresses the sensation of pain that would otherwise serve as a protective mechanism.
- Effectiveness is highly dependent upon patient selection by a practitioner qualified in the management of pain patients.
- **You may experience skin irritation or hypersensitivity** due to the electrical stimulation or electrical conductive medium (gel).
- **Keep unit away from young children.** The unit contains small pieces that may be swallowed. Immediately contact your physician.
- Ensure that this device has acclimated to room temperature before using. Using this device after an extreme temperature change could lead to an improper operation. OMRON recommends waiting for approximately 2 hours for the device to warm up or cool down when the device is used in an environment within the temperature specified as operating conditions after it is stored either at the maximum or at the minimum storage temperature. For additional information of operating and storage/transport temperature, refer to “SPECIFICATIONS”.

### Possible Adverse Reactions

- **Do not use to treat one region for extended periods of time (more than 30 minutes a session, up to 3 times/day)** or muscles in that region may become exhausted and sore.

## 5. HOW POCKET PAIN PRO WORKS

### What is it?

The OMRON Pocket Pain Pro is a portable device that relieves chronic, acute\* and arthritic pain through the pain relief of TENS. It is designed to reduce and relieve muscle and joint pain, stiffness and numbness in the back, arms, legs, shoulder and foot by applying electrical nerve stimulation to the surface of the skin near the site of the pain. **Any of the modes can safely be used on body parts or pains described in this manual or the Quick Start Guide/Pad Placement Guide.** This device can be used in conjunction with any other pain treatment or medication. TENS (Transcutaneous Electrical Nerve Stimulation) has been used for over 40 years by medical professionals such as physical therapists and chiropractors.

\* Acute pain refers to sore or achy muscles due to strain from exercise or normal household and work activities

### How does it work?

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

1. The gentle electrical pulses move through the skin to nearby nerves to block or shut out the pain message from ever reaching the brain from the source of the pain.
2. The gentle electrical pulses increase the production of the body's natural pain killer, such as endorphins.
3. The electrical stimulation improves blood circulation. Muscles contract and relax with the flow of the electrical stimulation. With repeated contracting and relaxing, the blood flows in and out and the blood circulation is improved.

## 6. KNOW YOUR UNIT

### PACKAGE CONTENTS

Pocket Pain Pro Unit

Front



Back



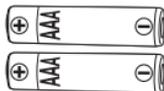
Pad Holder (1 standard)



Electrode Cords



Batteries  
(2 AAA size (LR03) batteries)



2 LONG LIFE PADS™  
(1 standard pair)



Instruction Manual  
(This Manual)  
Quick Start Guide /Pad  
Placement Guide

### FEATURES

1. **Five pre-set modes** (Arm/Shoulder, Lower Back, Leg/Foot, Knead, Steady).
2. **Ten intensity levels** (1 low to 10 high).
3. **Pair of pads** (durable, re-usable, washable, up to 150 uses).  
(Only use OMRON manufactured pads or cords with this unit).
4. Automatic **15-minute shut off**.
5. **The lights** indicate what mode and intensity level the device is set.
6. **Battery Light** lights up to remind you to replace the batteries.
7. **Pad Light** blinks if pad falls off.

## 6. KNOW YOUR UNIT

### BUTTONS AND THEIR FUNCTIONS

#### Mode Light

Each light corresponds to a mode.

 [GET STARTED WITH YOUR THERAPY] STEP 2 and the Back of Main Unit)

#### Mode/Intensity Button

Select mode and intensity according to your needs.

1. Press ▲/▼ to choose mode.  
 [GET STARTED WITH YOUR THERAPY] STEP 2)
2. After selecting the mode:  
Press ▲ for higher intensity.  
Press ▼ for lower intensity.  
 [GET STARTED WITH YOUR THERAPY] STEP 3)

#### Cord Jack



#### Intensity Light

 [GET STARTED WITH YOUR THERAPY] STEP 3)

#### Power Button

Press once for "ON" and again for "OFF".

#### Pad Pad Light

If the pad detaches, pad light will blink.

 [TROUBLESHOOTING])

#### Battery Light

If the battery is low, battery light will light up.

#### Set/Start Button

After choosing the mode:

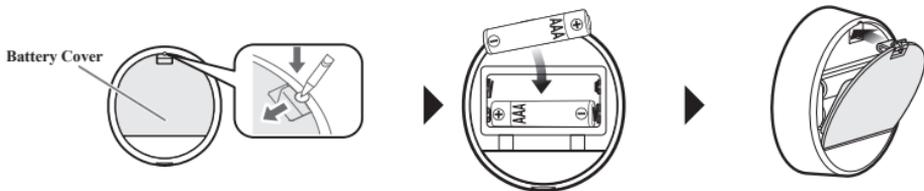
Press Set/Start to select the mode.  
 [GET STARTED WITH YOUR THERAPY] STEP 2)

## 7. ASSEMBLY STEPS

Before using your unit, inspect to ensure that:

1. Cord is not broken.
2. Pad gel is not damaged.
3. Electrode cord connection is not broken.
4. Unit is intact and working.
5. There is no battery leakage.

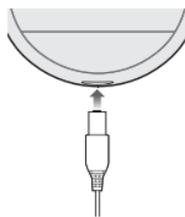
### STEP 1 – INSERT BATTERIES



- 1 Turn the unit over, and remove the battery cover using a hard object (such as the tip of a pen, thin screwdriver).
- 2 Insert batteries. Make sure the  $\oplus$   $\ominus$  signs correspond when inserting batteries.
- 3 Reinstall the battery cover.

### STEP 2 – ATTACH ELECTRODE CORD TO THE MAIN UNIT

Attach the electrode cord plug to the bottom of the main unit.



## 7. ASSEMBLY STEPS

### STEP 3 – SNAP EITHER ELECTRODE CORD TO EACH OF THE PADS

For the first time use, take the pads out of the sealed package.

#### **⚠ CAUTION**

- Do **NOT** turn unit on until pads are on your skin.
- You **MUST USE BOTH PADS** or stimulation will not work.



#### **NOTE:**

Pads will not stick if the skin has too much hair. We recommend shaving the area for effective treatment.

### STEP 4 – REMOVE AND DISCARD PLASTIC FILM FROM PADS

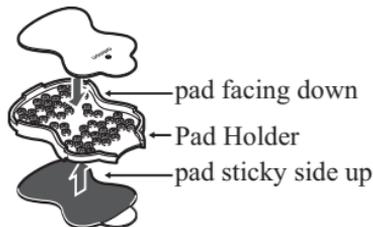
For the first time use, remove the clear plastic film from the back of the pad.

Discard the plastic film backing as well as the clear packaging.



#### STORING PADS ON PAD HOLDER

Remove plastic film and put the sticky side of the pads on either side of the pad holder.



## 8. GET STARTED WITH YOUR THERAPY

(USE FOR A MAXIMUM OF 30 MINUTES PER SESSION)

### STEP 1 – PAD PLACEMENT

#### ⚠ CAUTION

For optimal therapy:

- Place pads on either side of the pain, not directly on the pain.
- Place pads at least 1 inch (3 cm) apart.
- **MUST USE 2 PADS** at a time for therapy to work.
- **Do not overlap pads** or put on top of each other.
- **Do not add spray, lotions or creams** to skin or pads.
- **Do not share pads.**

Before starting your therapy, rate your pain from 1 low to 10 high.

This mental check gives you a basis you can compare to once the session is complete.

#### SHOULDER



Attach both pads on the shoulder according to your pain.



Attach one pad on the front and on the back of your shoulder.

#### ARM



Attach both pads on either side of the region where you feel pain.

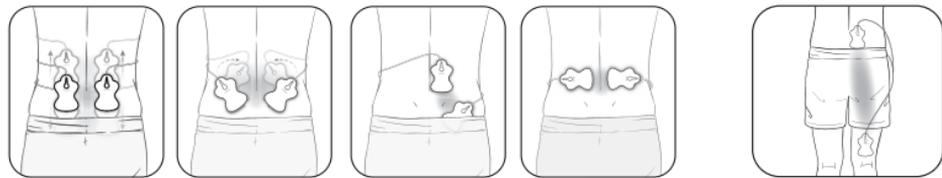


#### ⚠ WARNING

- Do not use near the heart, on both sides of the chest cavity or across your chest because the introduction of electrical current may cause rhythm disturbances which could be lethal.

## 8. GET STARTED WITH YOUR THERAPY

### LOWER BACK



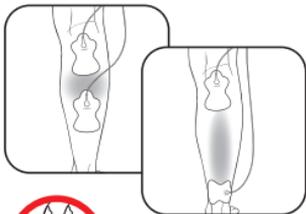
Attach both pads on the lower back according to your pain.  
Place pads on muscle of back, not on spine, for optimal therapy.

Attach one pad below and above the region in pain, both on same side.

### LEG & FOOT



**(HIP & THIGH)**  
Attach both pads on either side of the area with pain.

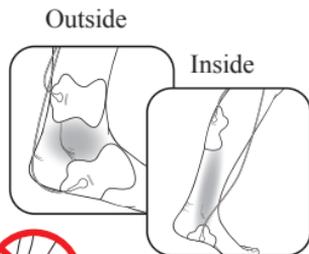


**(CALF)**

Attach both pads on the calf where you feel pain.

**⚠ WARNING**

- Pads should not be placed simultaneously on the calves of both legs.



**(ANKLE)**

Attach pads on the left for pain on the outside of your ankle/foot. Attach the pads on the right for pain on the inside of your ankle/foot.

**⚠ WARNING**

- Do not put the pads on the bottom of both feet at the same time.

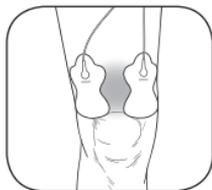
## 8. GET STARTED WITH YOUR THERAPY

### JOINT



#### (ELBOW)

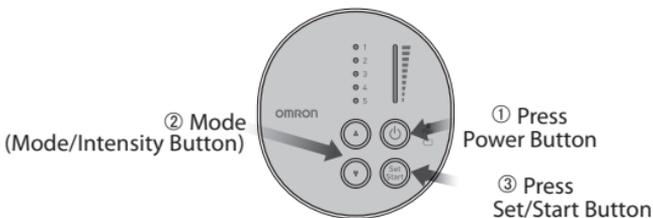
Attach both pads on either side of the joint with the pain.



#### (KNEE)

Attach both pads above the knee or above and below the joint with pain.

### STEP 2 – SELECT 1 OF 5 MODES



- ① Press the Power button.
- ② Press the ▲(Up) or ▼(Down) button to choose 1 of the 5 modes.

**Modes cannot be combined.**

- ③ Press the Set/Start button to select the mode.  
It will start the therapy at the intensity level of 1.

Select a pain mode:

1. Arm/Shoulder
2. Lower Back
3. Leg/Foot

Select a massage-like mode:

4. Knead
5. Steady

## 8. GET STARTED WITH YOUR THERAPY

### How to change modes during therapy?

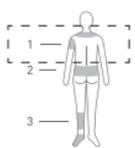
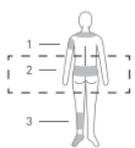
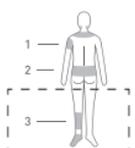
If you want to change modes during therapy, press the Set/Start button and the ▲(Up) or ▼(Down) button to select a new mode. You can only use ONE MODE at a time.

If you don't press the Set/Start button to select the mode, the unit will automatically turn off after 3 minutes.

### How to select the right mode?

Any of the modes can be used on body parts or pains described in this manual or Quick Start Guide/Pad Placement Guide.

Select the mode that feels right for your unique pain.

Therapies designed for	Arm/Shoulder	Lower Back	Leg/Foot
Mode Light and the Back of Main Unit	<ul style="list-style-type: none"> <li>● 1</li> <li>○ 2</li> <li>○ 3</li> <li>○ 4</li> <li>○ 5</li> </ul> 	<ul style="list-style-type: none"> <li>○ 1</li> <li>● 2</li> <li>○ 3</li> <li>○ 4</li> <li>○ 5</li> </ul> 	<ul style="list-style-type: none"> <li>○ 1</li> <li>○ 2</li> <li>● 3</li> <li>○ 4</li> <li>○ 5</li> </ul> 
What does the therapy deliver?	Series of low to high rate tapping, pulsing, kneading and massage-like sensations.	Series of high rate to low tingling sensations, followed by tapping. With higher intensity, you may feel kneading or massage-like sensations.	Series of low rate tapping, pulsing sensations.

Knead	Steady
<ul style="list-style-type: none"> <li>○ 1</li> <li>○ 2</li> <li>○ 3</li> <li>● 4</li> <li>○ 5</li> </ul> 	<ul style="list-style-type: none"> <li>○ 1</li> <li>○ 2</li> <li>○ 3</li> <li>○ 4</li> <li>● 5</li> </ul> 
Series of medium rate pulsing sensations to mimic massage.	Series of regular pulsing sensations that do not change.

## 8. GET STARTED WITH YOUR THERAPY

### STEP 3 – SELECT INTENSITY LEVEL (1 LOW – 10 HIGH)

The unit automatically starts at the intensity level of 1. Slowly increase the intensity level by pressing the ▲(Up) button. You should feel a gentle pulsing sensation.

#### How do I select the right intensity level for my pain?

Each time you press the ▲(Up) or ▼(Down) button, it moves to another intensity level. If the stimulation sensation becomes weaker or disappears, increase the intensity. But, if the sensation is at all uncomfortable, press the ▼(Down) button to decrease the intensity.

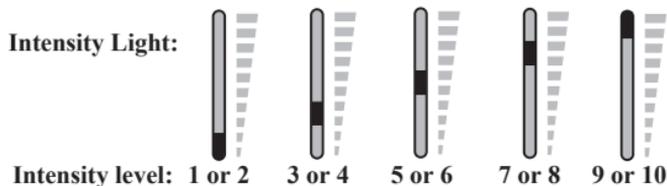
- Press ▲ for higher intensity.
- Press ▼ for lower intensity.

If the pad light is blinking, the unit will automatically turn off after 30 seconds.

(🔊 “TROUBLESHOOTING”)

#### What intensity level is my unit on?

Press the ▲(Up)/▼(Down) button to increase/decrease the intensity. The intensity light moves up/down after pressing it once or twice (as shown below). Therefore, the light may not move up/down, but the intensity level does increase/decrease each time you press it.



#### How long is the therapy?

The unit will continue automatically for 15 minutes before it shuts off. If you want to stop the therapy while in use, press the Power button. We recommend a total of 30 minutes therapy in one sitting, up to 3 times/day.

## 9. HOW TO CONTROL AND REDUCE YOUR PAIN

### When should you start therapy?

Use as soon as your pain begins. Start with one session (the unit automatically turns off at 15 minutes). Turn off with pads still on and rate your pain again (1 low to 10 high).

### Get to your pain early

If you get to your pain early, it may prevent the pain from becoming worse, or even chronic. It's better for you to get it under control sooner so that it does not reach a high pain threshold where it limits your daily activities.

### How long should you use it?

Start with one 15-minute session. Always turn the unit off with the pads still on. Rate your pain to check your progress, 1 low to 10 high. Stop your therapy session if pain has reduced or stopped. Press the Power button to continue therapy for another 15-minute session.

<b>1 session: 15-minute automatic shut-off</b>	<b>Max minutes/session: 30 minutes</b>	<b>Max times/day: 3 times</b>
--	--	-------------------------------

### CAUTION

- Excessive treatment and strong stimulation may cause muscular fatigue and may generate adverse effects.

### When to stop using the unit?

1. If you experience an **adverse reaction** (skin irritation/redness/burns, headache or other painful sensation, or if you feel any unusual discomfort).
2. If your pain **does not improve**, becomes seriously chronic and severe, or continues **for more than five days**.

## 9. HOW TO CONTROL AND REDUCE YOUR PAIN

### What type of pain is it best for?

This therapy works best on acute pain because it is localized. Acute pain is pain in one area for less than 3 months. If you have chronic pain, you may have pain in more than one area and for longer than 6 months. Chronic pain may be compounded by other issues that this unit cannot address.

Remember, this unit does not cure your pain or the original cause of the pain. It provides temporary relief or reduction of pain so that you can control your life and activities better.

### **Before using, check to make sure all components are working properly.**

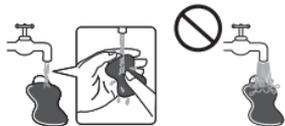
1. Make sure the cord is not broken.
2. Check that the pad adhesive sticks and is not damaged.
3. The electrode cord connection is not broken.
4. The unit is intact and in working order.
5. There is no battery leakage.

## 10. CLEANING AND STORAGE

The unit is designed for repeated use over time. The pads will last up to 150 uses, or 5 months (based on use of 1 time per day). Here are important cleaning and storage instructions:

### Cleaning the pads

1. Turn the power off and remove the electrode cord from the pads.
2. Wash the pads when the adhesive surface becomes dirty and/or the pads are difficult to adhere.
  - Wash the pad softly with your fingertips under slow running cold water for several seconds (do not use a sponge/cloth/sharp object like a nail on adhesive side, do not use detergents, chemicals or soap).
3. Pads can be washed after 15 uses, approximately ten times for up to 150 uses. Do not wash the pads too long or too frequently.
4. Dry the pads and let the adhesive surface air-dry completely. Do not wipe with a tissue paper or cloth.
5. **Pads are replaceable and can be purchased when needed by calling 1-800-634-4350 or go to [OmronHealthcare.com](http://OmronHealthcare.com).**



The life of the pads may vary by how often you wash the pads, the skin condition, and how you store the pads.

### When should you replace your pads?

If the pad no longer sticks to your skin or if more than 25 % of the pad's surface is not in contact with your skin.

### Cleaning the unit

1. Turn the unit off and disconnect the electrode cords from the pads.
2. Clean with a lightly moistened cloth (or a cloth soaked in a neutral cleaning solution) and wipe gently.
  - Do not use chemicals (like thinner, benzene).
  - Do not let water get into the internal area.

## 10. CLEANING AND STORAGE

### Storing the pads

1. Turn the unit off and remove the cord from the bottom of the unit.
2. Remove the pads from your body.
3. **Leave the electrode cords connected to the pads.**

Place the pads on the pad holder, one pad on each side with the sticky side of each pad on the pad holder.

4. **Wrap the electrode cords around the pad holder.**



### Storing the unit and pads

- Place the unit, pads with electrode cords on pad holder, Pad Placement Guide and Instruction Manual inside the original box.
- Do not keep in areas subject to direct sunlight, high or low temperatures, humid area, near to fire, vibration, or shock.

**Storage temperature, 32 °F - 104 °F (0 °C - 40 °C), 30 % - 80 % relative humidity.**

- **Do not keep in places that can be easily reached by children.**
- When not in use for a long period, remove the batteries before storage to avoid liquid discharge from batteries.
- Do not wrap the electrode cords around the unit because it may damage the cord.



# 11. TROUBLESHOOTING

If any of the below problems occur, check to make sure that no other electrical device is within 12 inches (30 cm). If the problem persists, refer to the table below.

<b>If this happens...</b>	<b>Possible causes...</b>	<b>Try this solution...</b>
<b>The intensity is not felt. Very weak intensity level.</b>	Are you using only 1 pad?	Put the other pad on your skin. You must use BOTH PADS for therapy to work.
	Have you removed the transparent film from the pad?	Peel off film on the adhesive surface of pads.
	Are the pads stacked together or do pads overlap?	Check placement of pads. Refer to Pad Placement Guide.
	Is the cord properly connected to the unit?	Connect cord plug correctly into the jack at bottom of this unit.
	Is the intensity setting getting weak?	Press the ▲ (Up) button.
	Is the gel damaged?	Replace pad.
	Are the batteries weak?	Replace both AAA batteries.
	Is the intensity “1”?	Press the ▲ (Up) button.
<b>The skin turns red or the skin feels irritated.</b>	Is the adhesive surface of pads dirty or dry?	Wash adhesive surface of pads softly with your fingertips for about 3 seconds under slow running water.
	Is therapy time too long?	Use less than 15 minutes.
	Are the 2 pads attached properly to the body?	Refer to the Pad Placement Guide and attach correctly.
	Is the pad surface worn out?	Replace both pads at the same time.
<b>No power source.</b>	Are the polarities of battery (+ and -) aligned in the wrong direction? or Are the batteries depleted?	Check batteries for correct alignment or replace batteries.

## 11. TROUBLESHOOTING

<b>If this happens...</b>	<b>Possible causes...</b>	<b>Try this solution...</b>
<b>Power cut off during use.</b>	Are the batteries weak?	Replace both batteries at the same time.
	Is the cord broken?	Replace cord.
<b>Battery Light lights up.</b> 	Are the batteries weak?	Replace both batteries at the same time.
<b>Pad gel does not stick to skin.</b>	Have you removed the transparent film from the pad?	Peel off film on the adhesive surface of pads.
	Is the pad wet? or Is your skin too wet?	Dry the pad or dry the skin.
	The pad gel may be damaged.	Replace the pad.
	Is there too much hair on your skin?	Shave the immediate area for proper pad adhesion.
	Is the adhesive surface of pads dirty or dry?	Wash adhesive surface of pads softly with your fingertips for about 3 seconds under slow running cold water.
	Are you using pad during perspiring?	Dry the pad placement area.
	Have the pads been washed too long and/ or too frequently?	Leave the pad in freezer for overnight.
	Were the pads stored under high temperature, high humidity, or direct sunshine?	Replace both pads.

# 11. TROUBLESHOOTING

If this happens...	Possible causes...	Try this solution...
<b>Pad Light is blinking.</b>  Pad	Are both pads attached to the body?	Re-attach dislocated pad(s) onto the skin firmly.
	Have you removed the transparent film from the pad?	Peel off film on the adhesive surface of pads.
	Is the cord properly connected to the main unit?	Connect cord plug correctly into the jack at the bottom of the main unit.
	Is the adhesive surface of pads dirty or dry?	Wash adhesive surface of pads softly with your fingertips for about 3 seconds under slow running cold water.
If the above measures are not effective, contact us at 1-800-634-4350.		

## 12. LIMITED WARRANTY

Your OMRON Pocket Pain Pro unit, excluding the batteries and pads, is warranted to be free from defects in materials and workmanship appearing within 1 year from the date of purchase, when used in accordance with the instructions provided. The pads supplied with the unit are warranted for 30 days from the date of purchase. The above warranties extend only to the original retail purchaser. We will, at our option, replace without charge, any unit covered by the above warranty. Replacement is our only responsibility and your only remedy under the above warranties.

**To obtain warranty service, contact Customer Service by calling 1-800-634-4350 for the address of the Inspection Center and shipping and handling charges that may apply. Enclose the Proof of Purchase.** Include a letter, with your name, address, phone number, and description of the specific problem. Pack the product carefully to prevent damage in transit. Because of possible loss in transit, we recommend insuring the product with return receipt requested.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE (OR BY COUNTRY OR PROVINCE). THE FOREGOING IS THE SOLE WARRANTY PROVIDED BY OMRON IN CONNECTION WITH THIS PRODUCT, AND OMRON HEREBY DISCLAIMS ANY OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. IMPLIED WARRANTIES AND OTHER TERMS THAT MAY BE IMPOSED BY LAW, IF ANY, ARE LIMITED IN DURATION TO THE PERIOD OF THE ABOVE EXPRESS WARRANTY.

SOME STATES (COUNTRIES AND PROVINCES) DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. OMRON SHALL NOT BE LIABLE FOR LOSS OF USE OR ANY OTHER SPECIAL, INCIDENTAL, CONSEQUENTIAL OR INDIRECT COSTS, EXPENSES OR DAMAGES. SOME STATES (COUNTRIES AND PROVINCES) DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU.

This warranty provides you with specific legal rights, and you may have other rights that vary by jurisdiction. Because of special local requirements, some of the above limitations and exclusions may not apply to you.

### FOR CUSTOMER SERVICE

Visit our web site at:

[OmronHealthcare.com](http://OmronHealthcare.com)

Call toll free:

1-800-634-4350

## 13. SPECIFICATIONS

Product Name	OMRON Pocket Pain Pro
Model #	PM400 <small>REF</small> HV-F013-Z2
Power Source	DC 3 V (2 AAA alkaline batteries or 2 AAA manganese batteries)
Battery Life	New batteries (2 AAA alkaline batteries) will last for approx. 3 months (when used for 15 minutes a day, Steady Mode, max. intensity).
Frequency	Approx. 1 to 108 Hz
PULSE Duration	100 $\mu$ sec
Maximum Output Voltage	32 V (during 500 $\Omega$ load)
Power Control	10 intensity levels
Operating Temperature, Humidity (When using product)	50 °F to 104 °F (10 °C to 40 °C), 30 to 80 % RH (non-condensing), 700 to 1060 hPa
Storage Temperature, Humidity	32 °F to 104 °F (0 °C to 40 °C), 30 to 80 % RH
Transportation Temperature, Humidity, Air Pressure	-4 °F to 140 °F (-20 °C to 60 °C), 10 to 95 % RH, 700 to 1060 hPa
Weight	Approx. 2.6 oz (75 g) (incl. batteries)
Outer Dimension	Approx. 3" (W) X 2.8" (H) X 0.9" (D) (75 X 70 X 22 mm)
Classification of ME equipment	Internally powered
IP classification	IP 22
Operation Mode	Continuous operation
Applied Part	Type BF (Pads)
Durable period (Service Life)	Device: 5 years Pad: 150 uses

**NOTE:** • These specifications are subject to change without notice.

• This OMRON product is produced under the strict quality system of OMRON HEALTHCARE Co. Ltd., Japan.

Designed for a minimum of 5 years life expectancy.

IP classification is degrees of protection provided by enclosures in accordance with IEC 60529. This device is protected against solid foreign objects of diameter 12.5 mm such as a finger and greater, and against oblique falling water drops which gives trouble to normal operation.

## 13. SPECIFICATIONS

Accessories/replacement parts (To order : [OmronHealthcare.com](http://OmronHealthcare.com))

- PMLLPAD-L (3"x4.5" (75 mm × 114 mm))
- PMLLPAD (2.5"x4" (63 mm × 102 mm))

## 14. FCC STATEMENT

### FCC CAUTION

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note:

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 into 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.

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 of this device.

## 15. GUIDANCE AND MANUFACTURER'S DECLARATION

OMRON Pocket Pain Pro Information for Accompanying Documents in the Scope of IEC60601-1-2:2014

### **Important information regarding Electromagnetic Compatibility (EMC)**

PM400 conforms to IEC60601-1-2:2014 Electromagnetic Compatibility (EMC) standard. Further documentation in accordance with this EMC standard is available at [OmronHealthcare.com/emc](http://OmronHealthcare.com/emc). Refer to the EMC information for PM400 on the website.



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Get general pain info:

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