



# Bio Tuner<sup>BT7</sup> Troubleshooting

## The Current is not felt.

Yes **Is one of the Green Mode Lights on?**

No **See No Green Mode Light is on.**

Ensure all the pins in the DIN plug are straight.

Ensure the holes on the DIN Jack are not damaged.

Yes **Remove the Ear Clips from the Bio Tuner Cord. Gently wipe the metal pins. Touch the metal pins together. Turn the intensity dial up full in Mode 1. Does the Yellow Light come on?**

No **There may be a fault with the Cord or the unit. Contact Customer Experience at 1.250.770.2023 or 1.800.224.0242 or by email [repairs@sota.com](mailto:repairs@sota.com)**

**Pull the black Rubber Electrodes out of the Ear Clips. Clean the Rubber Electrodes with a soft cloth. Use a toothpick to clean the inside of the Rubber Electrodes.**

Yes **Put the Rubber Electrodes back into the Ear Clips and put the Ear Clips back onto the Bio Tuner Cord. Touch the Rubber Electrodes together. Turn the intensity dial to full in Mode 1. Does the Yellow Light come on?**

No **Over time, the Rubber Electrodes in the Ear Clips lose conductivity and need replacing. To reorder, contact Customer Experience at 1.250.770.2023 or 1.800.224.0242 or by email [info@sota.com](mailto:info@sota.com)**

**The unit appears to be in working order.**

### Tips to Feel the Current:

1. Try using some Conductive Gel.
2. Natural skin oils can interfere with current. Wipe earlobes with damp cloth to remove oils.
3. As a result of dehydration it can be more difficult to feel the current. It is important to drink plenty of water.

While rare, there are some individuals who may not feel the current.

## No Green Mode Light is on.

Ensure the Battery is a 9-Volt **Alkaline** Battery.

Ensure the Battery is inserted correctly.

Try gently moving the metal battery prongs forward in the battery compartment to make better contact.

Try a new 9-Volt **Alkaline** Battery.

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