



# 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 Service at 1.800.224.0242 or [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 **The Ear Clips need replacing. Over time, the Ear Clips lose their conductivity. Contact Customer Service at 1.800.224.0242 or [repairs@sota.com](mailto:repairs@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 clips forward in the battery compartment to make better contact.

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

There may be a fault with the unit. Contact Customer Service at 1.800.224.0242 or [repairs@sota.com](mailto:repairs@sota.com)



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**The Yellow Indicator Light does not come on.**

Yes

Can you feel the current?

No

The unit is working fine. The Yellow Indicator Light is used for testing to ensure the Unit, Cord and Ear Clips are working correctly. It does not necessarily come on when using the unit.

See  
**The Current Is Not Felt.**

**The current is felt more on one side than the other.**

This is not a fault, it is common to feel the current more on one side than the other.

**Ear Clips sting when placed on earlobes.**

Natural skin oils can interfere with the current. Wipe earlobes and electrodes with damp cloth to remove oils.

Ensure the Ear Clips are adequately moistened.

Try applying a Conductive or Aloe Vera Gel to the ear lobes.