



# Silver Pulser SP5

## Micropulsing Troubleshooting

### Green Power Light Is Not On.

Check the unit with a battery and, if available, a wall adaptor.

Adaptor

Battery

Try a Wall Adaptor with 12 Volts DC with a Center Positive Pin that supplies at least 500 milliAmps. Does the Green Power Light come on?

Yes

No

If the Green Power Light comes on with a wall adaptor but not with the battery, there is a fault with the unit. Contact Customer Experience at 1.800.224.0242 or [repairs@sota.com](mailto:repairs@sota.com)

If the Green Power Light is still not on, there may be a fault with the unit. Contact Customer Experience at 1.800.224.0242 or [repairs@sota.com](mailto:repairs@sota.com)

Ensure the Red Low Battery light is off.

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.

### The Current is not felt or is Intermittent.

Yes

No

Is the green power light on?

See **Green Power Light is not on.**

Ensure all the pins in the DIN plug are straight.

Ensure the holes on the DIN Jack are not damaged.

Ensure the Micropulsing Cord DIN Plug is fully inserted into the DIN Jack on the unit.

Yes

No

Is the Yellow Micropulsing Light Flashing?

See **Green Power Light is on, but the Yellow Micropulsing Light is not flashing.**

The Micropulsing Cord and the unit are working correctly. The following suggestions may help to ensure the current is felt:

If the probes are moving around on the wrist this could feel as though the current is intermittent. Ensure the wrist strap is tight enough to hold the probes securely in place.

Ensure the cotton sleeves are moistened. Try using a mild salt solution or Conductive Gel.

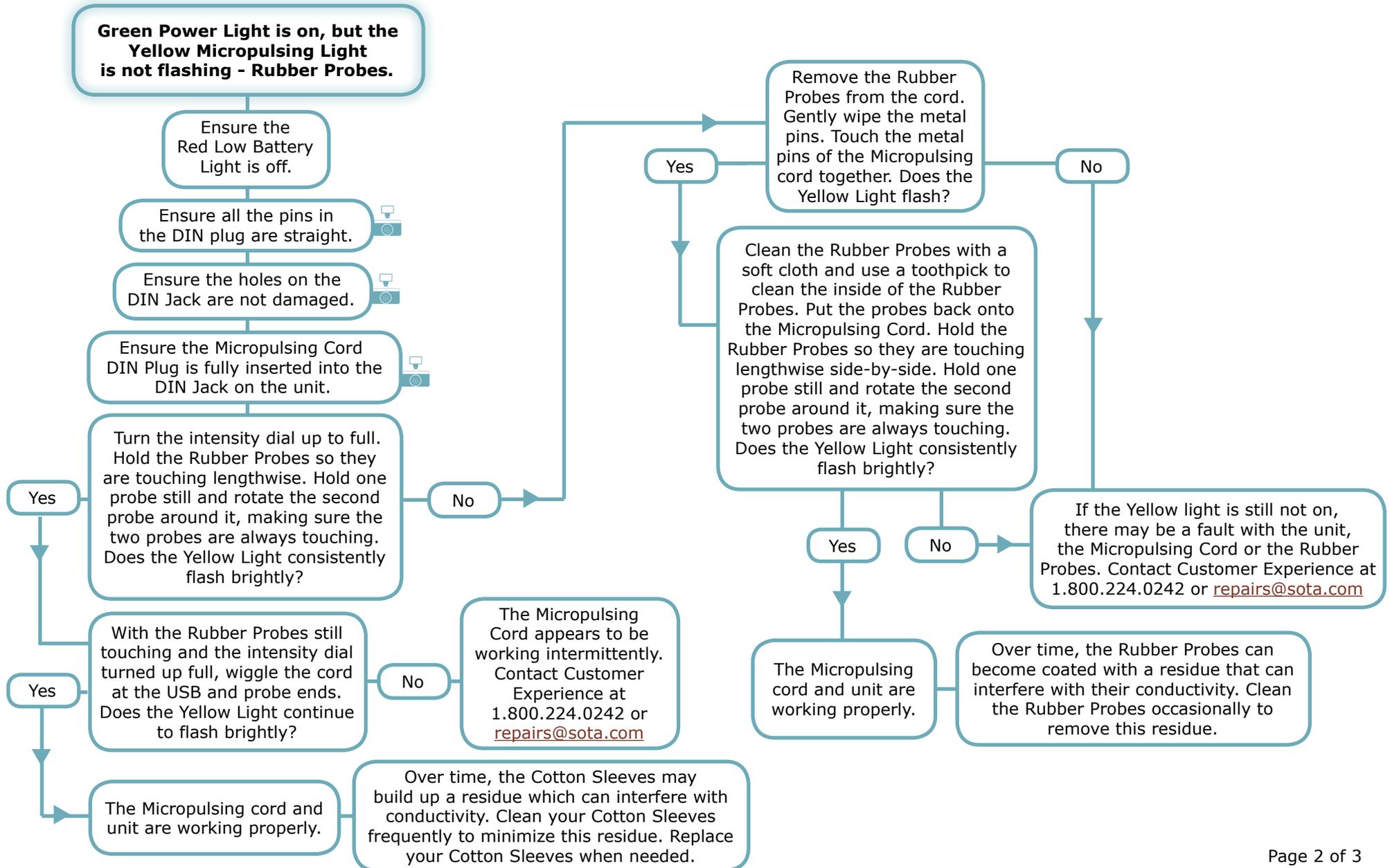
Ensure there is no excess moisture between the cotton sleeves. Excess moisture may prevent the current from being felt and delivered properly.

As a result of dehydration it can be more difficult to feel the current. It is important to drink plenty of water.



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**Green Power Light is on, but the Yellow Micropulsing Light is not flashing - Silver Probes.**

Ensure the Red Low Battery Light is off.

Ensure all the pins in the DIN plug are straight.

Ensure the holes on the DIN Jack are not damaged.

Ensure the Micropulsing Cord DIN Plug is fully inserted into the DIN Jack on the unit.

Turn the intensity dial up to full and touch the metal probes together. Does the Yellow Light flash brightly?

Yes

No

If the Yellow light is still not on, there may be a fault with the unit or the Micropulsing Cord. Contact Customer Experience at 1.800.224.0242 or [repairs@sota.com](mailto:repairs@sota.com)

With the metal probes still touching and the intensity dial turned up full, wiggle the cord at the DIN and probe ends. Does the Yellow Light continue to flash brightly?

Yes

No

The Micropulsing Cord appears to be working intermittently. Contact Customer Experience at 1.800.224.0242 or [repairs@sota.com](mailto:repairs@sota.com)

The Micropulsing Cord and unit are working properly.

Over time, the Cotton Sleeves may build up a residue which can interfere with conductivity. Clean your Cotton Sleeves frequently to minimize this residue. Replace your Cotton Sleeves when needed.

**The Yellow Micropulsing Light and the Orange Ionic~Colloidal Silver Light are both on.**

Please stop using the unit, as there is a fault with either the Micropulsing Cord or the unit. Contact Customer Experience at 1.800.224.0242 or [repairs@sota.com](mailto:repairs@sota.com)