



# Silver Pulser

## Micropulsing Troubleshooting

Models: SP7 & SP6

**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)

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.

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)

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

Is the green power light on?

Yes

No

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

Ensure the USB symbol is face up on the plug and the USB plug is fully inserted into the unit.

Is the Yellow Micropulsing Light Flashing?

Yes

No

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

Ensure there is no excess moisture between the 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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