



Magnetic Pulser MP5

Troubleshooting

GREEN Power Light Is Not On.

Ensure Wall Adaptor is fully plugged into the unit and the wall outlet.

Try another wall outlet.

Try a different Wall Adaptor - 12 Volts DC with a Center Positive Pin that supplies at least 1.5 Amps.

There may be a fault with the unit. Contact Customer Experience at 1.800.224.0242 or repairs@sota.com

No GREEN Charging Lights.

No

Is the first GREEN Power light on?

Yes

Ensure the correct Wall Adaptor is being used - 12 Volts DC with a Center Positive Pin that supplies at least 1.5 Amps.

There may be a fault with the unit. Contact Customer Experience at 1.800.224.0242 or repairs@sota.com

The On/Off Power Button appears to be stuck.

During manufacturing the back of the unit can sometimes get screwed on too tightly, which interferes with the Power Button working correctly.

Unplug the Wall Adaptor.

Gently loosen the screws on the back of the unit by turning them a 1/2 turn at a time using a Phillips head screw driver.

Plug in the Wall Adaptor and test the ON/OFF Power Button.

If the button still appears to be stuck, repeat the steps 1 - 3 more times.

If the button continues to stick there may be a fault with the unit. Contact Customer Experience at 1.800.224.0242 or repairs@sota.com



Magnetic Pulser MP5

Troubleshooting

GREEN Charging Lights come on, but no RED Light.

Try a different Wall Adaptor - 12 Volts DC with a Center Positive Pin that supplies at least 1.5 Amps.

There may be a fault with the unit. Contact Customer Experience at 1.800.224.0242 or repairs@sota.com

Pulse Takes Too Long To Build and Release

Ensure the correct Wall Adaptor is being used - 12 Volts DC with a Center Positive Pin that supplies at least 1.5 Amps.

Try a different Wall Adaptor - 12 Volts DC with a Center Positive Pin that supplies at least 1.5 Amps.

There may be a fault with the unit. Contact Customer Experience at 1.800.224.0242 or repairs@sota.com

Unit is beeping and the RED and GREEN Lights are flashing rapidly.

There is a fault with the unit. Contact Customer Experience at 1.800.224.0242 or repairs@sota.com

Hand Paddle heats up after one or two cycles.

This is normal. The Hand Paddle contains a coil through which the magnetic field is released causing the coil to generate heat.

If the heat from the paddle is uncomfortable we suggest:

Put a cloth around the paddle - a sock works well.

Turn the unit off and allow the paddle to cool before continuing.