



## INSTRUCTION MANUAL

**TENS Therapy Pain Relief**

# **Total Power + Heat™** **PM800**

**Pads are for Single Patient Use Only**



**2** Therapies | **9** Modes | **20** Power Levels



**All for Healthcare**

**ENGLISH**

# TABLE OF CONTENTS

INTRODUCTION.....	3
IMPORTANT SAFETY INFORMATION.....	4
HOW THE DEVICE WORKS .....	9
1. KNOW YOUR DEVICE .....	10
2. PREPARATION .....	12
3. GET STARTED WITH YOUR THERAPY .....	16
4. HOW TO CONTROL AND REDUCE YOUR PAIN.....	27
5. MAINTENANCE .....	28
6. TROUBLESHOOTING .....	30
7. OPTIONAL ACCESSORIES .....	33
8. SPECIFICATIONS.....	34
9. FCC STATEMENT .....	35
10. LIMITED WARRANTY .....	36
11. GUIDANCE AND MANUFACTURER'S DECLARATION .....	37

# INTRODUCTION

Thank you for purchasing the OMRON Total Power + Heat.

**The OMRON Total Power + Heat is a portable device that relieves chronic, acute\* and arthritic pain through the combination of soothing heat and TENS (Transcutaneous Electrical Nerve Stimulation) technology.** It is designed to reduce and relieve muscle and joint pain, stiffness and numbness in the back, arms, legs, shoulders and feet. The Total Power + Heat uses gel pads to deliver TENS therapy to the surface of the skin for pain relief.

TENS is a safe and drug-free pain relief solution that has been used for over 40 years by medical professionals such as physical therapists and chiropractors.

\* Acute pain refers to sore or achy muscles due to strain from exercise or normal household and work activities.

## Safety Instructions

This instruction manual provides you with important information about this device. To ensure the safe and proper use of this device, READ and UNDERSTAND all of these instructions. **If you do not understand these instructions or have any questions, contact 1-800-634-4350 before attempting to use this device.**

## Intended Use

The OMRON Total Power + Heat is intended for:

The relief of pain associated with sore or aching muscles of the lower back, arms, legs, shoulder or foot due to strain from exercise or normal household work activities. When used for the symptomatic relief and management of chronic, intractable pain and relief of pain associated with arthritis, use the Tap, Shoulder, Arm or Leg mode of stimulation.

Environments of Use: Clinics, hospital and home environments

Patient Population: Adult

## Receiving and Inspection

Remove this device and other components from the packaging and inspect for damage. If this device or any other components are damaged, DO NOT USE and contact 1-800-634-4350.

**Before using your device, inspect these items and ensure that:**

1. The cord with pads is not broken.
2. The gels are not damaged.
3. The device is intact and working.
4. The AC adapter is not broken or damaged.

## Symbols Glossary

For symbol information, visit: [OmronHealthcare.com/symbols-glossary](http://OmronHealthcare.com/symbols-glossary)

## Contraindication

**Do not use this device if you have a cardiac pacemaker, implanted defibrillator or other implanted metallic or electronic device. Such use could cause electric shock, burns, electrical interference or death.**

# IMPORTANT SAFETY INFORMATION

**Read the Important Safety Information in this instruction manual before using this device.**  
Follow this instruction manual thoroughly for your safety.

## **WARNING**

Indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.

- Keep this device out of the reach of infants, toddlers and children because the AC adapter cord could cause strangulation.
- Consult with your physician before using this device, because the device may cause lethal rhythm disturbances to the heart in susceptible individuals.
- If you have had medical or physical treatment for your pain, consult with your physician before using this device.
- If you are in the care of a physician, consult with your physician before using this device.
- If your pain does not improve, becomes more than mild, or continues for more than 5 days, stop using the device and consult with your physician.
- DO NOT apply the pads across your chest because the introduction of electrical current into the chest may cause rhythm disturbances to your heart, which could be lethal.
- DO NOT apply the pads over open wounds or rashes or over swollen, red, infected or inflamed areas or skin eruptions (such as varicose veins, phlebitis, thrombophlebitis and thrombosis), or on top of or close to cancerous lesions, or over areas of skin that lack normal sensation. Any area of pain with swelling or inflammation, the condition may worsen.
- DO NOT apply the pads over your neck because this may cause severe muscle spasms resulting in closure of your airway, difficulty in breathing, or adverse effects on heart rhythm or blood pressure.
- DO NOT apply the pads on the head, the mouth, or any area of the face.
- DO NOT apply the pads near the heart, or on the genital area.
- DO NOT apply the pads on both sides of the chest cavity simultaneously (lateral or front and back).
- DO NOT apply the pads to both legs, such as calves at the same time because cardiac disturbance may occur.
- DO NOT apply the pads to the bottom of both feet at the same time because cardiac disturbance may occur.
- DO NOT use this device when bathing, showering, sleeping, during exercise, or while sweating.
- DO NOT use this device on patients with paresthesia (abnormal sensation) or peripheral neuropathy (damage to your peripheral nerves that causes weakness, numbness, and pain).
- DO NOT apply stimulation while driving, operating machinery or during any activity in which electrical stimulation can put you at risk of injury.
- DO NOT use this device with any life-supporting electronic medical device such as an artificial heart, lung or respirator.
- DO NOT use this device on pregnant women.
- DO NOT use this device on infants, toddlers, or children because this device has not been evaluated for pediatric use.
- The unattended use of this pad with gel by infants, toddlers, children or incapacitated persons may be dangerous.

# IMPORTANT SAFETY INFORMATION

- DO NOT use this device on persons incapable of expressing their thoughts or intentions.
- DO NOT use this device on persons who are unable to operate the unit by themselves.
- DO NOT use this device on or near any other heating device or heating element such as a dryer or oven.
- DO NOT use this device while using another TENS device.
- DO NOT apply stimulation in the presence of electronic monitoring equipment such as cardiac monitors and ECG alarms, because the equipment may not operate properly when the electrical stimulation device is in use.
- DO NOT use this device with a heating pad.
- DO NOT use this device under a blanket.
- DO NOT use heat on any muscle or joint which has swelling or edema. It may worsen the pain or condition.
- DO NOT use over sensitive skin areas or in the presence of poor circulation.
- If used on the elderly, use caution due to more sensitivity of the skin.
- NEVER bend or fold the pads with gels.
- The pad can ONLY be used with the gel.
- If you have any serious illness, consult with your physician before using this device.
- For arthritis pain relief, consult with your physician before using Combo (Modes using heat). The efficacy of TENS + Heat combination therapy for arthritis pain relief has not been demonstrated.
- The pad with gel should not come into contact with any liquid or water during therapy.
- Apply pads ONLY to normal, intact, clean, healthy skin of adult patients.
- For Hospitals and Clinics, simultaneous connection of a patient to a high frequency surgical medical equipment may result in burns at the site of the stimulator electrodes and possible damage to the stimulator.
- Use the device carefully to avoid serious burns.
- If the device is too hot, stop using it immediately.
- For Hospitals and Clinics, operation in close proximity (e.g. 1 m) to a shortwave or microwave therapy ME equipment may produce instability to the stimulator output.

# IMPORTANT SAFETY INFORMATION

## Battery Handling and Usage

- This device contains a built-in rechargeable lithium-ion battery which must be disposed of properly. **Dispose of the device according to applicable local government regulations.**
- This rechargeable battery has been specifically designed for this product. DO NOT use it in any other devices.
- DO NOT charge the rechargeable battery once it has been removed from the device.
- DO NOT dispose of the battery into a fire.
- DO NOT crush or puncture the battery because it may cause spontaneous flames.
- DO NOT disassemble or modify the device.
- DO NOT connect the + and – poles by using a piece of metal or other conductive objects.
- DO NOT carry it or store it together with item such as necklaces and hair pins.
- DO NOT recharge, use or leave the battery in any high temperature environment such as in a location near a fire or in direct sunlight. Doing so may cause the battery to overheat, ignite or rupture.
- DO NOT leave a battery that has been removed within reach of children or pets. Doing so may result in an injury or an accident.
- If liquid comes in contact with the battery, a fire or an accident may occur.
- This product has a built-in rechargeable battery. To prevent the risk of overheating, fire or explosion, do not throw into a fire, apply heat, puncture or crush, use or leave in a high temperature environment.

### CAUTION

Indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury to the user or patient, or cause damage to the equipment or other property.

- TENS is not effective for pain of central origin, including headache.
- TENS is not a substitute for pain medications or other pain management therapies.
- TENS devices have no curative value.
- TENS is a symptomatic treatment and, as such, suppresses the sensation of pain that would otherwise serve as a protective mechanism.
- Effectiveness is highly dependent upon patient selection by a practitioner qualified in the management of pain patients.
- DO NOT use this device to treat one region for extended periods of time. The long-term effects of electrical stimulation are unknown.
- Since the effects of stimulation of the brain are unknown, stimulation should not be applied across your head and electrodes should not be placed on opposite sides of your head.
- The safety of electrical stimulation during pregnancy has not been established.
- You may experience skin irritation, redness, burning or hypersensitivity due to electrical stimulation, the gel or the heat.
- If you experience any skin irritation or redness after a session, DO NOT continue stimulation in that area of the skin.

# IMPORTANT SAFETY INFORMATION

- If you have suspected or diagnosed heart disease, you should follow precautions recommended by your physician.
- If you have suspected or diagnosed epilepsy, you should follow precautions recommended by your physician.
- Use caution if you have a tendency to bleed internally, such as following an injury or fracture.
- Consult with your physician prior to using the device after a recent surgical procedure because stimulation may disrupt the healing process.
- Use caution if stimulation is applied over the menstruating uterus.
- Use caution if stimulation is applied over areas of skin that lack normal sensation.
- Use this device only with components provided in the Total Power + Heat packaging and accessories recommended by the manufacturer. (Refer to subsection 1.1 and section 7)
- **Place pads at least 1 inch (3 cm) apart for optimal results.**
- Place pads on either side of the pain, not directly on the pain.
- DO NOT use on wet skin (from sweating, bathing, high humidity).
- DO NOT use this device for any purpose other than what it is intended.
- DO NOT use this device without proper lighting. You may not be able to operate the device successfully.
- **DO NOT use any AC adapter other than the one provided in the packaging of this device.**
- **The pads are for Single Patient Use Only.** NEVER share the pads with another person.
- DO NOT plug the cord into any device other than this device.
- DO NOT move the pads to another location while the device is on.
- DO NOT overlap pads or put them on top of each other because therapy may weaken or stop. Gels may also stick together and cause the gels to be removed when separating.
- DO NOT leave the pads attached to the skin after treatment.
- DO NOT apply any lotion, cream or ointment to the pads or to your skin because the pads will not function properly. The self-adhesive gels will not adhere to your skin.
- DO NOT place this device in a room with high humidity, such as a bathroom. This will damage the device. Ideal temperature for using the device +50 °F to +104 °F (+10 °C to +40 °C), 30 to 80 % relative humidity.
- DO NOT insert the plug of the cord into any place other than the jack on the device.
- DO NOT pull on the cord during treatment.
- DO NOT bend or pull the end of the cord.
- NEVER attempt to modify the device.
- Therapy will not work with just one pad. You MUST use two pads at the same time.
- Make sure the components are properly connected and the pads are affixed to the body part you wish to treat.
- The pads should not touch any metal object such as a belt buckle or necklace.
- To avoid damage to the adhesive surface of the gel, ONLY put the pads on your skin or the plastic pad holder.
- ALWAYS place the clean pads in accordance with the illustrations provided (Refer to sub-section 3.1).

# IMPORTANT SAFETY INFORMATION

- If the device is not functioning properly or you feel discomfort, immediately stop using the device.
- ALWAYS pull from the plug when removing the cord from the device.
- Replace the cord with pads when broken or damaged.
- Using pads that are too small or incorrectly applied could result in discomfort or skin burns.
- **The pads do not work correctly without the gels. For safety and effectiveness, they must be used together.**
- Before use, inspect the cord with pads for open wires or any damage. If damaged, DO NOT use and replace immediately. The damaged cord with pads may cause skin burns or a fire.
- **Clean and dry the affected area so it is free of all lotions, oils and sweat. The pads with gels should be applied only to normal, intact, clean and healthy skin that is not experiencing any swelling or inflammation.**
- While using this device, make sure that no mobile device or any other electrical devices that emit electromagnetic fields is within 12 inches (30 cm). This may result in poor performance of the device.
- Ensure that this device has acclimated to room temperature before using. Using this device after an extreme temperature change could lead to an improper operation. OMRON recommends waiting for approximately 2 hours for the device to warm up or cool down when the device is used in an environment within the temperature specified as operating conditions after it is stored either at the maximum or at the minimum storage temperature. For operating, storage and transport conditions, refer to section 8.

## Possible Adverse Reactions

- You may experience skin irritation and burns beneath the stimulation electrodes applied to your skin.
- You may experience headache and other painful sensations during or following the application of electrical stimulation near your eyes and to your head and face.
- You should stop using the device and consult with your physician if you experience adverse reactions from the device.
- **DO NOT use to treat one region for extended periods of time (more than 30 minutes per session, up to three times/day) or muscles in that region may become exhausted and sore.**

### Note

- The size, shape and type of pads may affect the safety and effectiveness of electrical stimulation.
- The electrical performance characteristics of pads may affect the safety and effectiveness of electrical stimulation.

# HOW THE DEVICE WORKS

## How does the device work?

The OMRON Total Power + Heat is an innovative device that relieves chronic, acute\* and arthritic pain through the pain relief of TENS and soothing comfort of heat. Physical therapists have been using the combination of heat and TENS for decades.

Scientific theory suggests that TENS therapy may work in several ways:

1. Gentle electrical pulses move through the skin to nearby nerves to block or shut out the pain message from ever reaching the brain from the source of the pain.
2. Gentle electrical pulses increase the production of the body's natural pain killers, such as endorphins.
3. Blood circulation improves as muscles contract and relax with the flow of the electrical stimulation.

\* Acute pain refers to sore or achy muscles due to strain from exercise or normal household and work activities.

# 1. KNOW YOUR DEVICE

## 1.1 Contents

☐ Device



☐ Cord with Pads



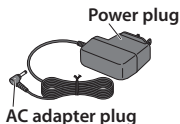
☐ Pad Holder



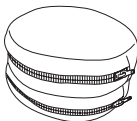
☐ Gels (2 pairs)



☐ AC Adapter (HHP-AM11)



☐ Soft Case



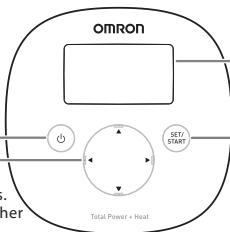
☐ Instruction Manual  
☐ Quick Start Guide/  
Pad Placement Guide

## 1.2 Part Names and Functions on the Device

< Device >

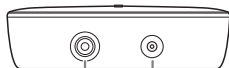
**[Power] Button**  
Press to turn the device on. Press again to turn off.

**[Intensity] Button**  
Set the intensity level according to your needs. Press [] or [] for higher intensity. Press [] or [] for lower intensity.



**Screen**

**[SET/START] button**  
Press to set a mode or start therapy.

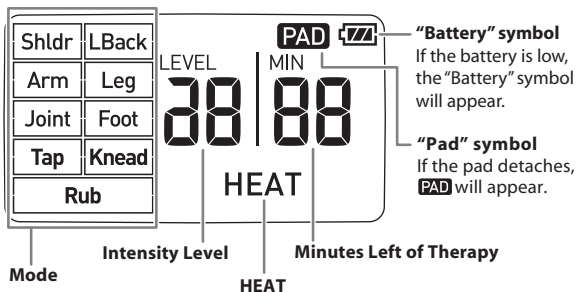


**Cord Jack**

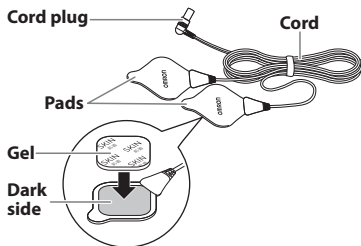
**AC Adapter Jack**

# 1. KNOW YOUR DEVICE

## < Screen >



## < Cord with Pads >

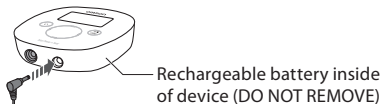


## 2. PREPARATION

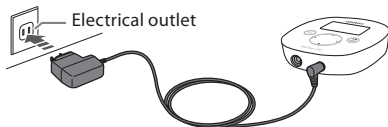
### 2.1 Charging

- If you are using the device for the first time or the device has not been used for more than three months, charge the battery to full.
- Once fully charged, **the battery will last for approximately four 30-minute uses on average. Once the battery has been depleted, it takes about five hours to charge.**
- Recommended temperature during battery charging: 41 °F to 95 °F (+5 °C to +35 °C)

- 1 Connect the AC adapter plug to the AC adapter jack on the device.



- 2 Plug the AC adapter into an electrical outlet.



#### CAUTION



- **DO NOT use any AC adapter other than the one provided in the packaging of this device.**

#### **Note:**

- Make sure not to place your device in a location where it is difficult to plug and unplug the AC adapter.
- When charging the battery, the “Battery” symbol flashes on the screen.

Charging



- When fully charged, the symbol () will flash shortly on the screen, then power will be turned off. Press the  [Power] button to check that the battery is fully charged.
- For the battery status, refer to “Battery” (Page 13).

## 2. PREPARATION

- 3** Once the battery is fully charged, unplug the power plug, then unplug the AC adapter plug.



- Unplug the AC adapter when using the device.

### “Battery” symbol

**Note:** While the battery is charging, the device does not work.

Display	Description
	Battery charge is full.
	Battery charge is about half full.
	Battery is close to low.
	Battery is depleted.

### Battery Life

Your device will last up to four 30-minute uses per charge, depending on the use and the storage condition.

### Battery lifespan

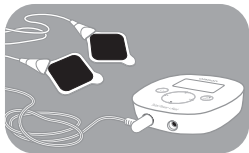
Battery life depends on usage and storage conditions. When fully charged, the rechargeable battery will last for up to 500 uses when used one time per day in normal temperatures. See section 8 for recommended temperature during battery charging.

## 2. PREPARATION

### 2.2 Assembling Steps

#### 1 Prepare pads.

Attach the cord plug into the bottom left side of the device. Place the pads (dark side up) onto a flat surface.



**Note:** Do not turn the power on before placing the pads on the body.

#### ⚠ CAUTION

- Before use, inspect the cord with pads for open wires or any damage. If damaged, DO NOT use and replace immediately. The damaged cord with pads may cause skin burns or a fire.

#### 2 Assemble gels.

For first time use, remove the gels from the sealed plastic bag.

**Note:** The pads and the gels must be used together for safety and effectiveness.

Clean and dry affected area so it's free of all lotions/oils/sweat.

#### 3 Place gels onto the pads.

**Each gel has two plastic films. Remove the non-printed side of plastic films and place gels squarely onto the dark side of the pads.**

Make sure the gel lays evenly and securely with no bubbles, bending or missing pieces. Check for damage and check the adhesion before each therapy session.

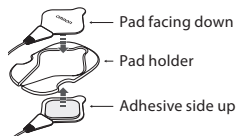
**The "SKIN" printed side of plastic films are on top.**



## 2. PREPARATION

### STORING THE PADS ON THE PAD HOLDER

Remove the plastic film and place the adhesive side of the gel on either side of the pad holder.



## 3. GET STARTED WITH YOUR THERAPY

### 3.1 Placing Pads

#### Before therapy:

- Make sure that the pads stick to the skin.
- Rate your pain from 1 low to 10 high. This mental check gives you a basis you can compare to once the session is complete.

#### CAUTION

#### For optimal therapy:

- Clean and dry affected area so it is free of all lotions, oils and sweat. The pads with gels should be applied only to normal, intact, clean and healthy skin that is not experiencing any swelling or inflammation.
- Place pads on either side of the pain, not directly on the pain.
- Place pads at least 1 inch (3 cm) apart for optimal results.
- Therapy will not work with just one pad. You **MUST** use two pads at the same time.
- **DO NOT** overlap pads or put them on top of each other because therapy may weaken or stop. Gels may also stick together and cause the gels to be removed when separating.
- **DO NOT** apply any lotion, cream or ointment to the pads or to your skin because the pads will not function properly. The self-adhesive gels will not adhere to your skin.
- The pads are for Single Patient Use Only. **NEVER** share the pads with another person.

- 1 Remove the “SKIN” printed side of plastic films and place the pads onto the skin.










**Note:** **DO NOT** turn the device on until pads are on your skin. You **MUST** use both pads, otherwise stimulation will not work.

## 3. GET STARTED WITH YOUR THERAPY

### **WARNING**

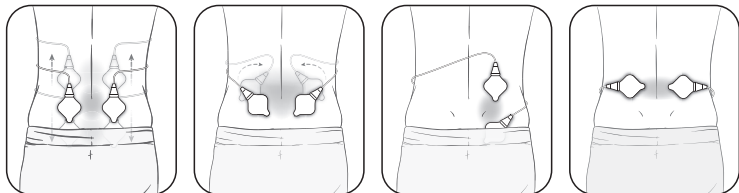
**DO NOT APPLY THE PADS TO THESE BODY AREAS:**

	<b>On the head</b> , the mouth, or any area of the face.
	Over <b>your neck</b> because this may cause severe muscle spasms resulting in closure of the airway, difficulty in breathing, or adverse effects on heart rhythm or blood pressure.
	<b>Near the heart</b> , or on the genital area.
	On both sides of the <b>chest cavity</b> simultaneously (lateral or front and back), or <b>across your chest</b> because the introduction of electrical current into the chest may cause rhythm disturbances to your heart, which could be lethal.
	
	On both legs, such as calves at the same time because cardiac disturbance may occur.
	<b>On the bottom of both feet</b> at the same time because cardiac disturbance may occur.

**Open wounds** or rashes or over swollen, red, infected or inflamed areas or skin eruptions (such as varicose veins, phlebitis, thrombophlebitis and thrombosis), or on top of or close to cancerous lesions, or over areas of skin that lack normal sensation. Any area of pain with swelling or inflammation, the condition may worsen.

### 3. GET STARTED WITH YOUR THERAPY

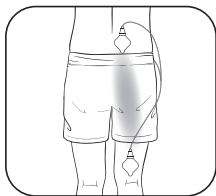
**(USE FOR A MAXIMUM OF ONE 30 MINUTES PER SESSION)**



#### **LOWER BACK**

Attach both pads on the lower back according to your pain.

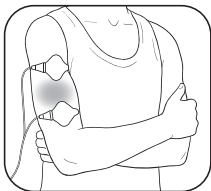
**Place pads on muscle of the lower back, not on spine.**



#### **LOWER BACK**

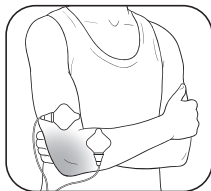
Attach one pad below and above the region in pain, both on same side.

### 3. GET STARTED WITH YOUR THERAPY



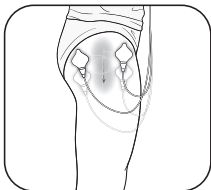
#### **ARM**

Attach pads on each side of the region where you feel pain.



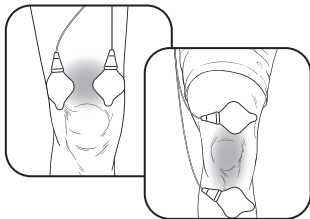
#### **JOINT (ELBOW)**

Attach pads on each side of the joint with pain.



#### **LEG (HIP & THIGH)**

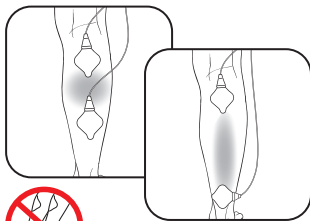
Attach pads on each side of the area with pain.



#### **JOINT (KNEE)**

Attach both pads above the knee or above and below the joint with pain.

### 3. GET STARTED WITH YOUR THERAPY

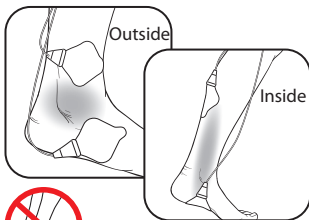


**LEG  
(CALF)**

Attach both pads on the calf where you feel pain.

**⚠ WARNING**

- DO NOT apply the pads to both legs, such as calves at the same time because cardiac disturbance may occur.



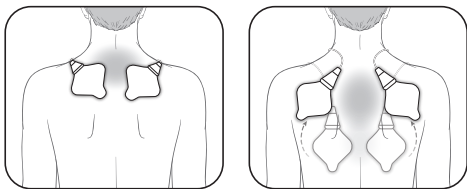
**FOOT  
(ANKLE)**

Attach pads on the left for pain on the outside of your ankle/foot.  
Attach the pads on the right for pain on the inside of your ankle/foot.

**⚠ WARNING**

- DO NOT apply the pads to the bottom of both feet at the same time because cardiac disturbance may occur.

### 3. GET STARTED WITH YOUR THERAPY



#### SHOULDER

Attach both pads on the shoulders according to your pain.



#### SHOULDER






Attach each pad on the front and back of your shoulder.

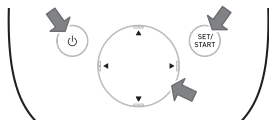
#### **⚠ WARNING**

- DO NOT apply the pads on both sides of the chest cavity simultaneously (lateral or front and back).
- DO NOT apply the pads across your chest because the introduction of electrical current into the chest may cause rhythm disturbances to your heart, which could be lethal.
- DO NOT apply the pads near the heart.

# 3. GET STARTED WITH YOUR THERAPY





## 3.2 Selecting a Mode

- 1 Press the  [Power] button to turn on.
- 2 Press [] [] or [] [] buttons to select a mode.
- 3 Press [SET/START] button to set the mode.



### How to switch modes

When the device is turned on again, the last mode selected is set automatically.

Press [SET/START] button and [] [] or [] [] buttons to change modes. Press [SET/START] button again to set a mode.

### How to select a mode properly

Any of the modes can be used on body parts or pains described in this manual or Quick Start Guide/ Pad Placement Guide.

Select the mode to treat your unique pain.

Shldr	LBack
Arm	Leg
Joint	Foot
Tap	Knead
Rub	

Shldr	LBack
Arm	Leg
Joint	Foot
Tap	Knead
Rub	

Shldr	LBack
Arm	Leg
Joint	Foot
Tap	Knead
Rub	

Shldr	LBack
Arm	Leg
Joint	Foot
Tap	Knead
Rub	

Therapies designed for	Shoulder	Lower Back	Arm	Leg
What does the therapy deliver?	Series of low to high rate tapping, pulsing, kneading and massage-like sensations.	Series of high to low rate tingling sensations, followed by tapping. With higher intensity, you may feel kneading or massage-like sensations.	Series of low to medium rate tapping, tingling and pulsing sensations.	Series of low to medium rate tapping and rubbing sensations.

### 3. GET STARTED WITH YOUR THERAPY

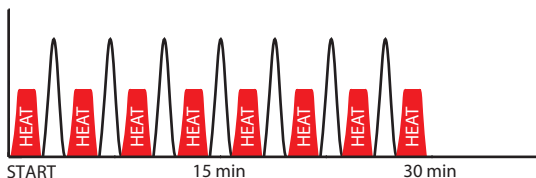
Shldr	LBack	Shldr	LBack	Shldr	LBack	Shldr	LBack	Shldr	LBack
Arm	Leg	Arm	Leg	Arm	Leg	Arm	Leg	Arm	Leg
Joint	Foot	Joint	Foot	Joint	Foot	Joint	Foot	Joint	Foot
Tap	Knead	Tap	Knead	Tap	Knead	Tap	Knead	Tap	Knead
Rub		Rub		Rub		Rub		Rub	

Therapies designed for	Joint	Foot	Tap	Knead	Rub
<b>What does the therapy deliver?</b>	Series of medium to high rate tapping, pulsing sensations.	Series of low rate tapping, pulsing sensations.	Series of low rate tapping sensations.	Series of medium rate pulsing sensations to mimic massage.	Series of high rate pulsing sensations to mimic hands rubbing.

## 3. GET STARTED WITH YOUR THERAPY

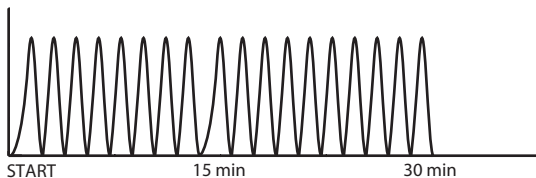
### 3.3 Setting the Therapy

#### Combo Therapy\*



Combo Therapy delivers heat and TENS alternately for a total of 30 minutes of therapy.

#### TENS Therapy\*



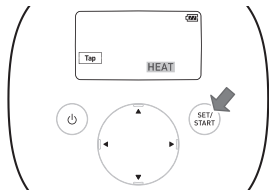
TENS Therapy provides only TENS for 30 minutes.

\* Approximate pattern, not exact

## 3. GET STARTED WITH YOUR THERAPY

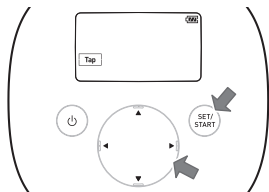
### Combo therapy

- 1 Press [SET/START] button after "HEAT" is visible.
- 2 Therapy delivers heat and TENS alternately. "HEAT" lights orange during "HEAT" and the orange light goes off during "TENS".



### TENS therapy

- 1 Press [▲] or [▶] or [▼] or [◀] button after "HEAT" is visible.
- 2 Press the [SET/START] button after "HEAT" is no longer visible to select the "TENS" therapy.



#### Note:

- All therapies automatically stop after 30 minutes.
- To change therapies, turn the device off, then on again.

## 3. GET STARTED WITH YOUR THERAPY

### 3.4 Adjusting Intensity Level

The Intensity Level is set at “3” when the therapy starts.

Actual intensity level will start at “1” and slowly increase to “3”.

When the device is in “TENS” stimulation, press [▲] [▶] or [▼] [◀] button to increase or decrease intensity. **Adjust the intensity level from “1” to “20” until you feel a gentle pulsing sensation.**

#### How do I select the intensity level properly for my pain?

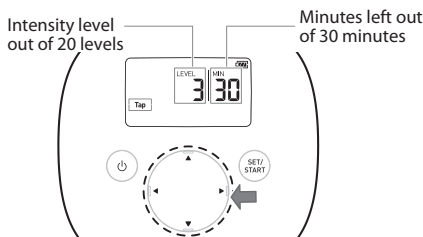
If the stimulation sensation becomes weaker or disappears, increase the intensity until it is restored. If the sensation is at all uncomfortable, press [▼] or [◀] button to decrease the intensity.

- Press [▲] or [▶] button for higher intensity.
- Press [▼] or [◀] button for lower intensity.

#### How long does the therapy last?

The device automatically stops after 30 minutes. We recommend a maximum of one 30-minute therapy in one sitting, up to three times/day.

The screen shows you how many minutes are remaining.



## 4. HOW TO CONTROL AND REDUCE YOUR PAIN

### When should I start therapy?

Use this device as soon as your pain begins. Start with one session, the device automatically turns off at 30 minutes.

### Get to your pain early

If you get to your pain early, it may prevent the pain from becoming worse or even chronic. It's better for you to get it under control sooner so that it does not reach a high pain threshold where it limits your daily activities.

### Recommended duration of use

Start with one 30-minute session. Rate your pain. A rating of 1 indicates less pain whereas a rating of 10 indicates a high amount of pain. Stop therapy session if pain has reduced or stopped.

<b>1 session</b> <b>30-minute</b> <b>automatic shut-off</b>	<b>Max minutes/session</b> <b>30 minutes</b>	<b>Max times/day</b> <b>3 times per day</b>
-------------------------------------------------------------------	-------------------------------------------------	------------------------------------------------

### CAUTION

#### Possible Adverse Reactions

- DO NOT use to treat one region for extended periods of time (more than 30 minutes per a session, up to three times/day) or muscles in that region may become exhausted and sore.

#### When to stop using the device?

Stop using this device:

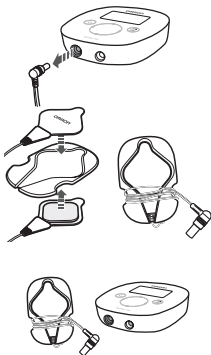
- If you experience an adverse reaction (skin irritation/redness/burns, headache or other painful sensation) or if you feel any unusual discomfort.
- If your pain does not improve, becomes seriously chronic and severe, or continues for more than five days.

Remember that the device does not cure your pain or the original cause of the pain. It provides temporary relief or reduction of pain so that you can control your life and activities better.

## 5. MAINTENANCE

### 5.1 Storage

- 1 Turn the device off and remove the cord plug from the bottom of the device.
- 2 Remove the pads from your body.
- 3 Place the adhesive side of each pad on the pad holder.
- 4 Wrap the cord around the pad holder.



- Do not keep in areas subject to direct sunlight, high or low temperatures, humid areas, near a fire, vibration or shock.

#### Storage temperature

+32 °F to +104 °F (0 °C to +40 °C) 30 to 80 % relative humidity.

- Do not wrap the cord around the device because it may damage the cord.



#### **⚠ WARNING**

- NEVER bend or fold the pads with gels.
- Keep this device out of the reach of infants, toddlers and children.

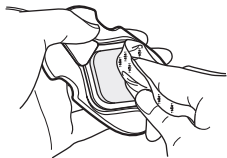
## 5. MAINTENANCE

### 5.2 Cleaning

The cord with pads and the device can be cleaned, but you cannot clean the gels.

#### Cleaning the cord with pads

- 1 Remove the gels and discard before cleaning the pads.
  - The gels cannot be cleaned.
- 2 Wipe the surface with a soft cloth moistened with water or a neutral detergent.
  - Do not get the cord wet.
  - Do not wash the pads with running water.



- 3 Let air dry before placing new gels onto the pads, do not use old gels.

**Gels are replaceable and can be purchased when needed by calling 1-800-634-4350 or going to [OmronHealthcare.com](http://OmronHealthcare.com).**

#### Cleaning the device

- 1 Turn the device off and disconnect the cord with pads from the device.
- 2 Wipe the surface of the device with a soft cloth that has been moistened with water or neutral detergent, then dry completely using a soft cloth.
  - Do not use chemicals such as thinner and benzene to clean the device.
  - Do not let water get into the internal area of the device.

#### When to replace the gels?

Replace the gels when they no longer stick firmly to your skin, or if more than 25 % of the gel is not in contact with your skin, replace the gel.

### 5.3 Disposal

Dispose of the device and battery in accordance with local government regulations.


## 6. TROUBLESHOOTING

If any of the below problems occur, check to make sure that no other electrical device is within 12 inches (30 cm).





If the problem persists, refer to the table below.

Problem	Possible cause	Solution
The intensity is not felt. The intensity level is too weak.	Only one pad is attached.	Place two pads on your skin.
	The plastic films have not been removed from gels.	Peel off the film from the adhesive surface of gels.
	The pads are stacked together or pads overlap.	Check placement of pads. Refer to "Pad Placement Guide".
	The cord is not connected properly to the device.	Connect the cord plug correctly into the cord jack at the bottom of the device.
	The intensity is set too low.	Press [▲] or [▶] button.
	The adhesive surface is damaged.	Replace the gel.
	The battery is depleted.	Charge the battery fully.
The skin turns red or feels irritated.	The adhesive surface of gel is dirty.	Replace the gel.
	The therapy duration is too long.	Shorten therapy to less than 30 minutes.
	The two pads are not adhered to the body properly.	Refer to the "Pad Placement Guide" and adhere correctly.
	The adhesive surface of gel is damaged.	Replace both gels at the same time.
The device cannot be turned on.	The battery is depleted.	Charge the battery fully.
The device cannot be charged.	The AC adapter is not connected properly.	Check to ensure the AC adapter is properly connected to the device. Check if AC adapter is connected to an electrical outlet.

## 6. TROUBLESHOOTING

Problem	Possible cause	Solution
Power cut off during use.	The battery is depleted.	Charge the battery fully.
	The cord is broken.	Replace the cord with pads.
	Only one pad is attached.	Place two pads on your skin at the same time.
"Battery" symbol is displayed. 	The battery is depleted.	Charge the battery fully.
The adhesive surface of the gel does not stick to skin.	The plastic film has not been removed.	Peel off the film from the adhesive surface of the gel.
	The pad or your skin is wet.	Air dry the adhesive surface of the gel or skin.
	The adhesive surface is damaged.	Replace the gel.
	There is too much hair on your skin.	Shave the immediate area for proper gel adhesion.
	The gels were stored under the high temperature, high humidity or direct sunshine.	The gels are unable to be used because of the storage condition. Replace both gels.
The device or the AC adapter is abnormally hot when charging the battery.	The device or the AC adapter may be damaged.	Unplug the AC adapter from the electrical outlet and the cord plug from the device immediately.
<b>PAD</b> is displayed.	Only one pad is attached, or both pads are not attached.	Reattach detached pad(s) onto the skin firmly.
	The plastic film has not been removed.	Peel off the film on the adhesive surface of the gel.
	The cord is not connected to the device properly.	Connect the cord plug correctly into the cord jack at the bottom of the device.
	The adhesive surface of gels are dirty or dry.	Replace the gels.

## 6. TROUBLESHOOTING

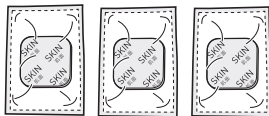
Problem	Possible cause	Solution
The pads are not getting hot.	The cord is not connected to the device properly.	Check if the cord is properly connected.
	The cord is disconnected or shortcircuited.	Replace the cord with pads.
The pads are too hot on the skin and there is a burning scent.	The cord is shortcircuited.	Stop using the device immediately, and replace the cord with pads.
	The pad with gel is damaged.	Stop using the device immediately, and replace the entire cord with pads and/or gels.
 E1 is displayed.	The cord is not connected to the device properly.	Check if the cord is properly connected. If the error is still displayed, the cord may be broken (damaged). Replace the cord with pads.
 E2 is displayed.	The cord is internally shortcircuited.	Stop using the device immediately and replace the cord with pads.
 E3 is displayed.	There are errors in the device.	The device may be damaged. Stop using the device immediately, and contact 1-800-634-4350.
 E4 is displayed.	The device is being used outside of the operating temperature.	Leave the device within the operating temperature (+50 °F to +104 °F (+10 °C to +40 °C)) for a while before use.
The operating time is short or the device does not operate, even when the battery is fully charged.	This may be due to the life of the rechargeable battery. However, the battery cannot be replaced. Please dispose of the device.	

If you are not able to solve your problem, contact 1-800-634-4350.

## 7. OPTIONAL ACCESSORIES

### Gels (3 pairs)

PMGEL REF HV-PAD-3Z



To order, visit: [OmronHealthcare.com](http://OmronHealthcare.com)

## 8. SPECIFICATIONS

Product Name	OMRON Total Power + Heat
Model #	PM800 <span style="border: 1px solid black; padding: 0 2px;">REF</span> HV-F320-ZW
Power Source	1 Lithium-ion battery (DC 3.7 V; Approx. 1510 mAh) AC adapter (INPUT AC100-240 V, 50-60 Hz, 0.12-0.065 A)
Battery Lifespan	Will last for 500 uses when fully charged and under the following conditions: new battery was fully charged, used one time/day in normal temperatures of 73.4 °F (+23 °C)
Frequency	Approx. 0.7 to 108 Hz
PULSE Duration	100 μsec
Maximum Output Voltage	70 V (during 500 Ω load)
Power Control	20 intensity levels
Operating conditions	+50 °F to +104 °F (+10 °C to +40 °C), 30 to 80 % RH (non-condensing), 700 to 1060 hPa
Storage conditions	+32 °F to +104 °F (0 °C to +40 °C), 30 to 80 % RH (non-condensing)
Battery charging condition	+41 °F to +95 °F (+5 °C to +35 °C)
Transportation conditions	-4 °F to +140 °F (-20 °C to +60 °C), 10 to 95 % RH
Weight	Approx. 6.7 oz (190 g)
Outer Dimension	Approx. 4.1" (W) × 4.1" (H) × 1.1" (D) (103 mm × 103 mm × 29 mm)
Classification of ME equipment	Internally powered ME equipment (operating) / Class II (charging)
IP classification	Device: IP 22 / AC adapter: IP21
Operation Mode	Continuous operation
Applied Part	Type BF (Pads)
Maximum temperature of the applied part	Lower than +109.4 °F (+43 °C)
Durable period (Service Life)	Device: 5 years Gels: 30 uses AC adapter: 5 years

### Note:

- These specifications are subject to change without notice.
- IP classification is degrees of protection provided by enclosures in accordance with IEC 60529. This device and AC adapter are protected against solid foreign objects of diameter of 12.5 mm diameter and greater, such as a finger. The AC adapter is protected against vertically falling water drops which may cause issues during a normal operation and protected against oblique falling water drops which may cause issues during a normal operation.

## 9. FCC STATEMENT

### **FCC CAUTION**

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with Part 15 of FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

### **Note:**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

## 10. LIMITED WARRANTY

Your OMRON Total Power + Heat is warranted to be free from defects in materials and workmanship appearing within 1 year from the date of purchase, when used in accordance with the instructions provided with the device. The above warranty extends only to the original retail purchaser.

The cord with pads is warranted to be free from defects in materials and workmanship appearing within 30 days from the date of purchase when the device is used in accordance with the instructions provided with the device. The above warranty extends only to the original retail purchaser.

We will, at our option, replace without charge any device covered by the above warranty. Replacement is our only responsibility and your only remedy under the above warranty.

To obtain warranty service, contact Customer Service by calling 1-800-634-4350 for the address of the inspection center and the return shipping and handling fee that may apply.

Enclose the original proof of purchase. Include a letter, with your name, address, phone number, and description of the specific problem. Pack the product carefully to prevent damage in transit. Because of possible loss in transit, we recommend insuring the product with return receipt requested.

THE FOREGOING IS THE SOLE WARRANTY PROVIDED BY OMRON IN CONNECTION WITH THIS PRODUCT, AND OMRON HEREBY DISCLAIMS ANY OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. IMPLIED WARRANTIES AND OTHER TERMS THAT MAY BE IMPOSED BY LAW, IF ANY, ARE LIMITED IN DURATION TO THE PERIOD OF THE ABOVE EXPRESS WARRANTY.

SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

OMRON SHALL NOT BE LIABLE FOR LOSS OF USE OR ANY OTHER SPECIAL, INCIDENTAL, CONSEQUENTIAL OR INDIRECT COSTS, EXPENSES OR DAMAGES. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

This warranty provides you with specific legal rights, and you may have other rights that vary by jurisdiction.

### FOR CUSTOMER SERVICE

Visit our web site at:

OmronHealthcare.com

Call toll free:

1-800-634-4350

## 11. GUIDANCE AND MANUFACTURER'S DECLARATION

OMRON Total Power + Heat Information for Accompanying Documents in the Scope of IEC60601-1-2:2014

### **Important information regarding Electromagnetic Compatibility (EMC)**

PM800 conforms to IEC60601-1-2:2014 Electromagnetic Compatibility (EMC) standard. Further documentation in accordance with this EMC standard is available at [OmronHealthcare.com/emc](http://OmronHealthcare.com/emc). Refer to the EMC information for PM800 on the website.



**OMRON HEALTHCARE Co., Ltd.**

53, Kunotsubo, Terado-cho, Muko, Kyoto 617-0002 JAPAN

Distributed by:

**OMRON HEALTHCARE, INC.**

1925 West Field Court, Lake Forest, IL 60045 U.S.A.

[OmronHealthcare.com](http://OmronHealthcare.com)

© 2019 OMRON HEALTHCARE, INC.

Made in China



**Omron Healthcare helps you  
make positive lifestyle changes  
with innovative home health  
products that you can use  
safely and accurately at home.  
[OmronHealthcare.com](https://www.OmronHealthcare.com)**

**For questions: 1-800-634-4350  
Get general pain info:  
[OmronHealthcare.com](https://www.OmronHealthcare.com)**