PULSE 2.0

User Manual

NORMATEC®

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WARNINGS »

Read the entire instruction manual before using the NormaTec PULSE 2.0 Recovery System.

⚠ **WARNING!** No modification of this equipment is allowed.

⚠ **WARNING!** If you experience severe pain, any unusual symptoms, or want to remove the attachments in an emergency during use:

- Stop the device by pressing the power button.
- Disconnect the hose from either the device or the attachments.
- Remove the attachments from your limbs.
- Promptly consult your licensed healthcare practitioner, as required.

⚠ **CAUTION!**

- Do not attempt to take apart the system. The system has no user-serviceable parts. When service or repairs are required, please contact customer service at +1.617.658.5800.
- Only use the power supply provided with the system. Using a different power supply may cause the system to operate incorrectly.
- To avoid risk of electric shock, do not use the system near water, such as near a bathtub, kitchen sink, laundry tub, or swimming pool.
- To avoid damage and risk of electric shock, never spill liquid of any kind on the system.
- Do not place the system, power supply, or any accessories where they could be damaged, present a fall hazard, or become an obstruction to others.
- Keep the open ports of the device, hose interconnect, and power inlet free of debris.
- If the power supply is damaged, the device is dropped or damaged, liquid is spilled on the system, or the system does not operate normally when the operating instructions are followed, turn the system off by pushing the device's power button and then unplugging the system from the wall outlet. Contact customer service at +1.617.658.5800 for assistance.
- Do not puncture or otherwise damage the attachments (legs, arms, hips, or custom attachments) since this may cause the system to operate incorrectly.
- To avoid risk of strangulation, do not leave a baby or child unattended with the power supply or hose.
- Choking hazard, small parts. Keep away from small children.
- Do not leave the system, power supply, or any accessories where they could be damaged by children, pets, pests, or liquids. If you suspect your device is damaged, contact customer service at +1.617.658.5800 for assistance.
- Do not allow lint or dust to accumulate on the device or the hose interconnects. If lint or dust accumulates, wipe down the system with a dry cloth before use.
- The IP21 classification means the device is protected against the ingress of vertically dripping water and the hazardous parts are protected against access to objects equal to or larger than 12.5 mm (1/2").
- The expected service life of the system and the integrated battery is 3 years.
- Do not walk while wearing the attachments.
- The attachments are designed to be used by only one person at a time.
- Do not use this product if you are experiencing inflammation, an infection, pain of unknown origin, bleeding (internal or external) at or near the site of application, or if you have a wound at or near the site of application.
- Do not use this product if you are under the care of a physician or have a contraindication requiring the use of any medical device.
- Do not use this product on sensitive skin.
- Do not hold the unit by the hose.
- Do not use this product if you have any of the following conditions:
  - Acute pulmonary edema
  - Acute thrombophlebitis
  - Acute congestive cardiac failure
  - Acute infections
  - Deep vein thrombosis (DVT)
  - Episodes of pulmonary embolism
  - Wounds, lesions, or tumors at or near the site of application
  - Where increased venous and lymphatic return is undesirable
  - Bone fractures or dislocations at or near the site of application

- Do not use the PULSE 2.0 Recovery System air output or hose to direct pressurized air toward your eyes, nose, mouth, or ears. Doing so may lead to serious injury.
- Use by unconscious or incapacitated persons may be dangerous without supervision.
- Make sure the power inlet on the device is easily accessible at all times in order to disconnect power if required.

The device contains a Li-ion battery and, if discarded, needs to be disposed of in accordance with local regulations.

Save this manual for future reference.

LABELS »

The following labels and symbols appear on the device, garments, and/or packaging.

SYMBOL	DESCRIPTION	LOCATION
IP21	Degree of protection against ingress of water	On base of device
	Read instructions before use	On base of device and attachment tag
	Level of protection type BF equipment	On base of device
	Double insulation	On power adapter
	Direct current	On base of device
	Alternating current	In manual
	Manufacturer's name and address	On base of device and attachment tag
	Date of manufacture	On base of device
	Separate collection for waste electrical and electronic equipment	On base of device
SN XXXXX	Serial number of the console	On base of device
	Fragile, handle with care	On package
	Keep dry	On package
	This side up	On package
	Keep away from sunlight	On package
	Transportation & storage humidity limitation	On package
	Transportation & storage atmospheric pressure limitation	On package
	Transportation & storage temperature limitation	On package
	Place in and out of standby mode	On top of device

	Do not wash	On attachment tag
	Do not dry clean	On attachment tag
	Do not tumble dry	On attachment tag
	Do not bleach	On attachment tag
	Do not iron	On attachment tag
	EU RF transmitter symbol	In manual
	Zone Boost icon	On device
	FCC approved equipment authorization	On device
	The Bluetooth figure mark	On device
	Warning symbol to identify a hazard that may lead to death or serious injury	In manual and on device
	Caution symbol to indicate the need for the user to consult the instructions for use for important cautionary information such as warnings and precautions that cannot, for a variety of reasons, be presented on the medical device itself	In manual
	Tip to provide guidance to make use easier. Risk to user is considered negligible	In manual

INDICATIONS FOR USE »

The NormaTec PULSE 2.0 Recovery System is an air pressure massager indicated to temporarily relieve minor muscle aches and/or pains and to temporarily increase circulation to the treated areas.

RISKS AND BENEFITS OF THE NORMATEC RECOVERY SYSTEM »

The risks and benefits of using the NormaTec PULSE 2.0 Recovery System are the same as having a massage. If the NormaTec massage feels uncomfortable, you can reduce the intensity or stop the session.

Similar to a massage, the benefits include the temporary relief of minor muscle aches and pains. It also temporarily increases circulation in the area being massaged.

Please call customer service at +1.617.658.5800 if you have any questions.

ILLUSTRATIONS »

PULSE 2.0 DEVICE

(single-person use only)

1. Power button and Bluetooth button
2. Air outlet and power inlet
3. Time adjustment button (decrease)
4. Time adjustment button (increase)
5. Pressure adjustment button (increase)
6. Pressure adjustment button (decrease)
7. Display screen
8. Zone Boost button
9. Play/pause button

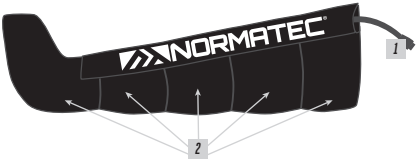
NORMATEC HOSE

(single-person use only)

1. Junction box air outlets
2. Junction box
3. Blocking plug (on the underside of the junction box)
4. Connector

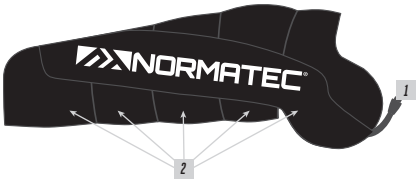
LEG ATTACHMENT

(single-person use only)



1. Attachment connector
2. Zones

ARM ATTACHMENT
(single-person use only)

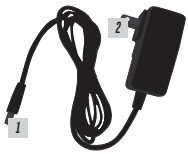


1. Attachment connector
2. Zones

HIP ATTACHMENT
(single-person use only)

1. Attachment connectors
2. Zones

POWER SUPPLY



1. Barrel connector
2. Wall outlet plug

OPERATING INSTRUCTIONS »

⚠**WARNING!** BEFORE OPERATING THIS DEVICE: Read all warnings at the beginning of this manual. If you do not understand these operating instructions, contact NormaTec at +1.617.658.5800.

SET UP THE SYSTEM

Step 1: Plug the power supply into an electrical outlet and then into the PULSE 2.0 device.

This device is equipped with a lithium ion battery. The battery automatically charges when the power supply is connected to the PULSE 2.0 device and an electrical outlet.

Step 2: Connect the hose connector to the air outlet on the PULSE 2.0 device. The connector can only be inserted in the correct orientation. Insert the connector firmly into the PULSE 2.0 device until you hear an audible "click."

Step 3: Put the leg, arm, or hip attachments on. Find a comfortable position sitting, reclined, or lying down. If the attachments have a zipper, be sure to zip up the attachments completely. Never try to use the system with the zipper partially or totally unzipped—this could void your warranty. Only one set of attachments can be used with a single device. When using more than one attachment, make sure they are both of the same type.

Step 4: Connect the attachment connectors on each attachment to the junction box air outlets. The attachment connectors can only be connected to the junction box in the correct orientation. Insert the attachment connectors firmly into the junction box air outlets until you hear an audible "click."

If only one attachment will be connected to the junction box, use the blocking plug located on the underside of the junction box to block off the unused junction box air outlet. Press firmly to make sure the blocking plug is fully seated.

Step 5: Press the power button on the PULSE 2.0 device firmly for one second to turn on the system. While the device is on, the green LED next to the power button will be lit up.

ADJUST THE INTENSITY

Adjust the intensity level of the session by pressing the level adjustment buttons on the left and right of the level indicator. Intensity level 1 is the gentlest setting. The massage becomes stronger as the intensity level is increased.

Intensity can be adjusted while the session is running. When level is adjusted during a session, the system will stop for 10 seconds, and the cycle will resume at the new pressure.

ADJUST THE SESSION TIME

Adjust the session time by pressing the time adjustment buttons on the left and right of the time indicator. The session time can be set between 10 minutes and 2 hours and 55 minutes (in 5-minute increments). A typical session time is between 15 and 60 minutes long.

Setting the time longer than 2 hours 55 minutes will put the device into Continuous Mode. To turn off Continuous Mode, decrease the time. In Continuous Mode, the screen will display CONTINUOUS instead of the timer and will begin counting up from zero when the session starts.

Time can be adjusted while the session is running. Tap the time adjustment buttons to add or subtract time from the session in 5-minute increments.

BLUETOOTH WIRELESS TECHNOLOGY

The NormaTec Mobile App can connect your NormaTec device to a compatible smartphone via Bluetooth wireless technology. For more information on the NormaTec Mobile App, please visit www.NormaTecRecovery.com/app.

Remote Control: Adjust, start, stop, pause, and monitor your recovery session from your smartphone.

Favorite Sessions: Save and load your favorite session settings from your smartphone.

Share Data: Share your recovery data to email, social media, and other training and tracking apps.

Monthly and Weekly Stats: View your weekly and monthly NormaTec recovery stats.

PAIR YOUR SMARTPHONE

Go to www.NormaTecRecovery.com/app and download the NormaTec Mobile App to your smartphone. Check your PULSE 2.0 device's screen for the Bluetooth icon in the upper right. If it is not visible, press the Bluetooth button on the top of the device.

Open the NormaTec Mobile App. Register or login to the app, and then press the Bluetooth button on the top of the device to initiate pairing. Enter the three-digit code that appears in the device's time readout into the NormaTec Mobile App to finalize pairing.

If you would like to automatically pair to this device in the future, choose "yes" when asked if you want this to be your favorite device.

TURN OFF BLUETOOTH WIRELESS TECHNOLOGY

To disable Bluetooth wireless technology on the device, press and hold the Bluetooth button on the top of the device for ten seconds. The Bluetooth icon will disappear from the screen when it is disabled.

START THE SESSION

To start the session, tap the play/pause button.

STOP OR PAUSE THE SESSION

To stop the session at any time, tap the play/pause button. This will pause the session. To restart your paused session, tap the play/pause button again.

If you are done using the system, remove the attachments from the hose, remove the attachments from your limbs, turn off the device by pressing the power button, and disconnect the hose from the device.

To disconnect connectors from the junction box or the device, push the button on the top of each connector while pulling away.

FINISH THE SESSION

The session will continue massaging until time runs out and the display reads 0:00:00. The time indicator will blink, and the device will continue until the current cycle is finished.

When the session is completed, remove the attachments from the hose, remove the attachments from your limbs, turn off the device by pressing the power button, and disconnect the hose from the device.

To disconnect connectors from the junction box or the device, push the button on the top of each connector while pulling away.

TURN OFF THE DEVICE

To turn off the system, press the power button and confirm that the green power LED is off.

USE ZONE BOOST

During your session, you can increase the intensity of a single zone with the Zone Boost feature. Zone Boost is designed to be used when you want extra attention in a specific area. Zone Boost will add an extra 60 seconds of massage time, as well as 10 mmHg increased pressure, in the selected zone.

Zone Boost can only be enabled during a session. Only one zone can be boosted at a time. Zone Boost is only available with the patented NormaTec Pulse massage pattern. Boosted zones will appear with the Zone Boost indicator on either side of the boosted zone (figure 1) on the device's screen.

Activate Zone Boost: When the zone you want to boost is flashing on the screen of the device, tap the Zone Boost button. Zone Boost will be enabled for the flashing zone, and the Zone Boost indicators will appear on either side of the zone (figure 1).

Deactivate Zone Boost: At any time when Zone Boost is active, tap the Zone Boost button. Zone Boost will be disabled, and the Zone Boost indicators will disappear from the screen. Zone Boost can also be disabled by powering off the device.

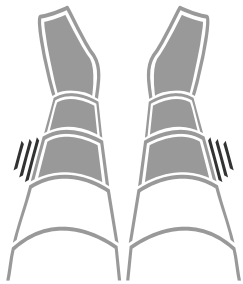


Figure 1: Example of zone three boosted.

ADJUST THE REST TIME

To enter rest time edit mode, set the time to 10 minutes then hold down the − time adjustment button for four seconds (until the blue rest time indicator lights up and begins blinking).

When in rest time edit mode, the rest time will blink on the screen. Use the + and − time adjustment buttons to increase or decrease the rest time. The rest time can be set between 15 and 90 seconds in 15-second increments. The default rest time is 30 seconds.

To save and exit rest time edit mode, tap the play/pause button on the device.

CHANGE THE MASSAGE PATTERN

The massage pattern can be set to NormaTec Pulse or Sequential. If the device is set to Sequential mode, it will be displayed under the session time. To enable and disable the Sequential massage pattern, set the device to Level 7 and then hold the + level button for five seconds.

NORMATEC PULSE MASSAGE PATTERN

Before the NormaTec Pulse massage pattern begins, you will experience a pre-inflate cycle, during which the connected attachments are molded to your exact body shape. Once the pre-inflate cycle is complete, the NormaTec Pulse massage pattern will begin by compressing your feet, hands, or upper quad (depending on which attachment you are using). Similar to the kneading and stroking performed during a massage, each zone of the attachments will first compress in a pulsing manner and then release as the compression pattern works its way up your limb. When the top zone completes its massage, there will be a brief rest period and then the cycle will begin again. This will repeat until the session time runs out.

When the session is resumed after a pause, the system will perform a pre-inflate cycle before continuing.

SEQUENTIAL MASSAGE PATTERN

The Sequential massage pattern begins by compressing your feet, hands, or upper quad (depending on which attachment you are using). Each zone of the attachments will compress and hold pressure. This will repeat for each zone of the attachments as the compression pattern works its way up your limb.

ADJUST THE NUMBER OF ZONES

The number of attachment zones enabled can be changed between one and five zones. Zones can be disabled from the top to the bottom of the attachment, one zone at a time. Zone adjustments do not reset after powering off the device.

To enter zone edit mode, set the device to Level 1 and then hold the − level button for five seconds. The top-most enabled zone of the attachment will begin blinking.

When in zone edit mode, the top enabled zone on the screen's attachment graphic will blink. Use the + and − buttons on the device to increase or decrease the number of enabled zones. At least one zone must be enabled.

To save and exit zone edit mode, tap the play/pause button on the device. The top-most enabled zone will stop blinking.

CARING FOR THE SYSTEM »

CLEANING THE SYSTEM

To clean the device:

- Wipe down the system with a damp, clean cloth.
- Dry thoroughly with a clean cloth.

Cleaning the single-person use leg, arm, or hip attachments:

- Wipe down the legs, arms, or hip attachments inside and out with a damp, clean cloth.
- Dry thoroughly with a clean cloth.
- Do not machine wash or dry.
- Do not dry clean.

MAINTAINING THE SYSTEM

The device, hose, power supply, and attachments (legs, arms, or hips) require no routine maintenance or service except for the care in this section.a

STORING THE SYSTEM

Store device, hose, power supply, and attachments (legs, arms, or hips) in a clean, dry location.

REPLACEMENT PARTS

Please call customer service at +1.617.658.5800 or visit our website at www.NormaTecRecovery.com for information regarding available replacement parts and accessories.

TECHNICAL INFORMATION »

Do not attempt to take apart the system.

The system has no user-serviceable parts. There are no user-replaceable fuses.

BLUETOOTH WIRELESS TECHNOLOGY

The Bluetooth word mark and logos are owned by Bluetooth SIG, Inc., and any use of such marks by NormaTec is under license.

In the unlikely event of loss of a stable Bluetooth connection, the system will attempt to re-establish its connection automatically. The NormaTec device is completely autonomous, and will continue operating normally, even during a loss of connectivity. If this device does cause interference, which can be determined by turning the device off and on, the user is encouraged to try to correct the interference by reorienting or relocating the device, increasing the separation between equipment and the device, or connecting the device to a different outlet on a circuit if it is plugged in.

The NormaTec PULSE 2.0 device uses Bluetooth 5.0 wireless technology with the following radio specifications:

Frequency	2.36 to 2.5 GHz
Modulations	GFSK at 1 Mbps, 2 Mbps data rates
Transmit Power	+4 dBm
Receiver Sensitivity	BMD-300/301: -96 dBm (BLE mode) BMD-350: -94 dBm (BLE mode)
Security	AES-128

Contains Rigado, Inc. BLE Module BMD-300-A-R, FCC ID: 2AA9B04, IC ID: 12208A-04

This device complies with part 15 of the 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.

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le onctionnement.

INTERNAL BATTERY INFORMATION

This device is equipped with a rechargeable lithium ion battery. The internal battery is designed to allow use of the NormaTec PULSE 2.0 anywhere—even when power outlets aren't available. The NormaTec PULSE 2.0 may need to be plugged in before first use. The battery will provide power for 2+ hours of continuous use. It takes approximately 6 hours to fully charge the battery when the device is plugged in and not in use.

The rechargeable lithium ion battery is intended to be changed only by authorized service personnel with the use of a special service tool.

PRODUCT SPECIFICATIONS

- PULSE 2.0 Dimensions: 4" (width), 4.5" (depth), 8" (height); [10.2 cm (width), 11.43 cm (depth), 20.32 cm (height)]
- PULSE 2.0 Weight: 3.6 lbs [1.63 kg]
- PULSE 2.0 electrical requirement: 15V ⎓ DC 1 A
- Temperature (operating): +41° F to 104° F [+5° C to +40° C]
- Temperature (storage): -13° F to +158° F [-25° C to +70° C]
- Relative Humidity (operating): 15% to 93%, non-condensing
- Relative Humidity (storage): -25° C without relative humidity control; +70° C at relative humidity up to 93%, non-condensing

- Atmospheric pressure (storage and transportation): 190hPa to 1060hPa
- Atmospheric pressure (operating): 700hPa to 1060hPa

AC-DC ADAPTER

⚠**WARNING!** Only use the AC-DC adapter model number 30120 provided with the system. Using a different adapter may cause the system to not operate correctly.

- Input: 100-240V ~ 0.8-0.4 A 50/60 Hz per NormaTec model number 30120
- Output: 15V ⎓ DC minimum 1.6 A per NormaTec model number 30120

ELECTROMAGNETIC COMPATIBILITY »

The information contained in this section (such as separation distances) is in general specifically written with regard to the NormaTec PULSE 2.0. The numbers provided will not guarantee faultless operation but should provide reasonable assurance of such. This information may not be applicable to other medical electrical equipment; older equipment may be particularly susceptible to interference.

GENERAL NOTES

Medical electrical equipment requires special precautions regarding electromagnetic compatibility (EMC) and needs to be installed and put into service according to the EMC information provided in this document and the remainder of the instructions for use of this device.

Portable and mobile RF communications equipment can affect medical electrical equipment.

Cables and accessories not specified within the instructions for use are not authorized. Using other cables and/or accessories may adversely impact safety, performance, and electromagnetic compatibility (increased emission and decreased immunity).

Care should be taken if the equipment is used adjacent to or stacked with other equipment; if adjacent or stacked use is inevitable, the equipment should be observed to verify normal operation in the configuration in which it will be used.

ELECTROMAGNETIC EMISSIONS

This equipment is intended for use in the electromagnetic environment specified below. The user of this equipment should assure that it is used in such an environment.

<table>
<tr><th>EMISSIONS</th><th>COMPLIANCE ACCORDING TO</th><th>ELECTROMAGNETIC ENVIRONMENT</th></tr>
<tr><td>RF emissions
(CISPR 11)</td><td>Group 1</td><td>The equipment uses RF energy only for its internal function. Therefore, its RF emissions are very low and are not likely to cause any interference in nearby electronic equipment.</td></tr>
<tr><td>CISPR emissions classification</td><td>Class B</td><td rowspan="3">The equipment is suitable for use in all establishments, including domestic establishments and those directly connected to the public low-voltage power supply network that supplies buildings used for domestic purposes.</td></tr>
<tr><td>Harmonic emissions
(IEC 61000-3-2)</td><td>Class A</td></tr>
<tr><td>Voltage fluctuations/flicker
(IEC 61000-3-3)</td><td>Complies</td></tr>
</table>

ELECTROMAGNETIC IMMUNITY

This equipment is intended for use in the electromagnetic environment specified below. The user of this equipment should assure that it is used in such an environment.

IMMUNITY AGAINST	IEC 60601-1-2 TEST LEVEL	COMPLIANCE LEVEL (OF THIS DEVICE)	ELECTROMAGNETIC ENVIRONMENT
Electrostatic discharge, ESD (IEC 61000-4-2)	Contact Discharge: ± 8 kV Air Discharge: ± 15 kV	± 8 kV ± 15 kV	Floors should be wood, concrete, or ceramic tile. If floors are covered with synthetic material, the relative humidity should be kept at levels to reduce electrostatic charge to suitable levels.
Electrical fast transients/bursts (IEC 61000-4-4)	Power Supply Lines: ± 2 kV Input DC Power Ports ± 2 kV Signal Input/Output Lines: ± 1 kV	± 2 kV ± 2 kV ± 1 kV	Mains power quality should be that of a typical commercial or hospital environment.
RF Proximity (IEC 61000-4-3)	385 Pulse Modulation, 18 Hz 450 FM + 5Hz deviation: 1 kHz sine 710 745 780 Pulse Modulation: 217 Hz 810 870 930 Pulse Modulation: 18 Hz 1720 1845 1970 Pulse Modulation: 217 Hz 2450 Pulse Modulation: 217 Hz 5240 5500 5785 Pulse Modulation: 217 Hz	27 V/m 28 V/m 9 V/m 28 V/m 28 V/m 28 V/m 9 V/m	Equipment with high RF emissions should be kept at a distance to reduce the likelihood of interference.
Surges on AC mains lines (IEC 61000-4-5)	Common Mode: ± 2 kV Differential Mode: ± 1 kV	± 2 kV ± 1 kV	Mains power quality should be that of a typical commercial or hospital environment.
Power frequency magnetic field 50/60 Hz (IEC 61000-4-8)	30 A/m	30 A/m	Equipment that emits high levels of power line magnetic fields (in excess of 3A/m) should be kept at a distance to reduce the likelihood of interference.
Voltage dips and short interruptions on AC mains input lines (IEC 61000-4-11)	Dip > 95%, 0.5 cycles Dip > 95%, 1 cycle Dip 30%, 25 cycles (50 Hz) 30 cycles (60 Hz) Drops >95%, 250 cycles (50 Hz) 300 cycles (60 Hz)	0.5 cycles 1 cycle 25 cycles (50 Hz) 30 cycles (60 Hz) 250 cycles (50 Hz) 300 cycles (60 Hz)	Mains power should be that of a typical commercial or hospital environment. If you require continued operation during power mains interruptions, ensure that batteries are installed and charged. Ensure that battery life exceeds longest anticipated power outages or provide additional uninterruptible power source.

This equipment is intended for use in the electromagnetic environment specified below.

The customer or the user of this equipment should assure that it is used in such an environment.

IMMUNITY TEST	IEC 60601 TEST LEVEL	COMPLIANCE LEVEL	ELECTROMAGNETIC ENVIRONMENT – GUIDANCE
Conducted RF RF coupled into lines (IEC 61000-4-6) Radiated RF (IEC 61000-4-3)	150 kHz to 80 MHz outside ISM bands[a] 150 kHz to 80 MHz in ISM bands[a]	3 Vrms	Portable and mobile RF communications equipment should be used no closer to any part of the equipment, including cables, than the recommended separation distance calculated from the equation applicable to the frequency of the transmitter as below. **Recommended separation distance:** d=1.2/V1]√P d=1.2/√P 80 MHz to 800MHz d=2.3√P 800 MHz to 2.5 GHz Where P is the maximum output power rating of the transmitter in watts (W) according to the transmitter manufacturer and d is the recommended separation distance in meters (m). Field strengths from fixed RF transmitters, as determined by an electromagnetic site survey[a], should be less than the compliance level in each frequency range[b]. Interference may occur in the vicinity of equipment marked with the following symbol:

[a] The ISM (industrial, scientific, and medical) bands between 150 kHz and 80 MHz are 6,765 MHz to 6,795 MHz; 13,553 MHz to 13,567 MHz; 26,957 MHz to 27,283 MHz; and 40,66 MHz to 40,70 MHz.

[b] Field strengths from fixed transmitters, such as base stations for radio (cellular/cordless) telephones and land mobile radios, amateur radio, AM and FM radio broadcast, and TV broadcast cannot be predicted theoretically with accuracy. To assess the electromagnetic environment due to fixed RF transmitters, an electromagnetic site survey should be considered. If the measured field strength in the location in which the equipment is used exceeds the applicable RF compliance level above, the equipment should be observed to verify normal operation. If abnormal performance is observed, additional measures may be necessary, such as reorienting or relocating the equipment.

RECOMMENDED SEPARATION DISTANCES »

Recommended separation distances between portable and mobile RF communications equipment and the NormaTec device.

RATED MAXIMUM OUTPUT POWER OF TRANSMITTER W	SEPARATION DISTANCE ACCORDING TO FREQUENCY OF TRANSMITTERS IN METERS		
	150 kHz – 80 MHz d=1.2/V1]√P	80 MHz to 800MHz d=1.2/V1]√P	800 MHz to 2.5 GHz d=2.3√P
0.01	0.12	0.12	0.23
0.1	0.38	0.38	0.73
1	1.2	1.2	2.3
10	3.8	3.8	7.3
100	12	12	23

For transmitters rated at a maximum output power not listed above, the recommended separation distance (d) in meters (m) can be estimated using the equation applicable to the frequency of the transmitter, where P is the maximum output power rating of the transmitter in watts (W) according to the transmitter manufacturer.

Note 1: At 80 MHz and 800 MHz, the separation distance for the higher frequency range applies.

Note 2: These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects, and people.

EQUIPMENT CLASSIFICATION »

- Protection against electric shock: Class II/internally powered equipment
- Degree of protection against electric shock: Type BF applied part (device, leg, arm, and hip attachments)
- Ingress protection: IP21
- Equipment not suitable for use in the presence of a flammable anesthetic mixture with air or with oxygen or nitrous oxide
- Continuous operation

TROUBLESHOOTING »

PROBLEM	POSSIBLE CAUSES	SOLUTIONS
The system does not start	Power is not turned on	Press the power button to turn the device on.
	Power supply is not securely connected	Check that the power supply is securely connected to the PULSE 2.0 device and the electrical outlet.
	Faulty electrical wall outlet	Check that the wall outlet works.
The attachments (legs, arms, or hips) do not inflate	The session has not been started	Tap the start button to start the session.
	The hose is not securely connected	Check that the hose is securely connected to the PULSE 2.0 device and that the attachments are securely connected to the junction box.
	The attachments have been damaged	Check that the attachments do not have an air leak.
The system stopped pumping	The hose is not securely connected	Check that the hose is securely connected to the PULSE 2.0 device and that the attachments are securely connected to the junction box.
	The attachments have been damaged	Check that the attachments do not have an air leak.
Air leak message: ERR	Air leak	Check for leaks in the hose or attachment. Check that the connectors are firmly connected.
Low Battery	Battery needs to be charged	Plug in the device to charge the battery.
		Please see page 10 for battery functionality.
Cannot establish or maintain a Bluetooth connection	Bluetooth is turned off	Turn on Bluetooth on both the NormaTec device and the phone attempting to pair with the NormaTec device.

Call NormaTec customer service at +1.617.658.5800 if further assistance is needed.

WARRANTY INFORMATION »

NormaTec PULSE 2.0 Device Limited Two-Year Warranty
NormaTec Attachments and Other Accessories Limited Two-Year Warranty

The NormaTec PULSE 2.0 device is warranted by NormaTec, a Massachusetts corporation ("NormaTec"), against manufacturing defects in material and workmanship for a period of two years from the date of purchase from NormaTec. In the event of any such defect occurring during the warranty period, NormaTec will, at its option, (a) correct the defect by repair or by replacement of the applicable part or component that fails as a result of such defect, without charge for parts and labor; or (b) replace the device with one of the same or then current design.

The NormaTec attachments and other accessories include the leg attachments, hip attachment, arm attachments, power supply, and hosing. NormaTec attachments and other accessories are warranted by NormaTec against manufacturing defects in material and workmanship for a period of two years from the date of purchase from NormaTec. In the event of any such defect occurring during the warranty period, NormaTec will, at its option, (a) correct the defect by repair or by replacement of the applicable part or component that fails as a result of such defect, without charge for parts and labor; or (b) replace the device with one of the same or then current design.

The foregoing Warranties do not cover normal wear and tear or cosmetic damage, and are void if the device and/or the attachments and other accessories (collectively, the "product") are not used in accordance with the user manual, are otherwise misused or modified in any way, and/or are repaired or altered by anyone other than an authorized service representative of NormaTec. These Warranties expressly exclude transportation, shipping or insurance costs, or defects, damages, or failure resulting from misuse, abuse, improper or abnormal usage, or neglect.

EXCEPT AS PROVIDED ABOVE, NORMATEC MAKES NO EXPRESS WARRANTIES OR ANY IMPLIED WARRANTIES, INCLUDING THOSE OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE OR USE, AND ARE LIMITED IN DURATION AS STATED ABOVE. EXCEPT AS EXPRESSLY STATED ABOVE, NORMATEC SHALL HAVE NO LIABILITY OR RESPONSIBILITY TO ITS CUSTOMER OR ANY OTHER PERSON OR ENTITY WITH RESPECT TO ANY LIABILITY, LOSS, OR DAMAGE CAUSED DIRECTLY OR INDIRECTLY BY USE OR PERFORMANCE OF THE PRODUCT OR ARISING OUT OF THE USE OR INABILITY TO USE THE PRODUCT OR ANY BREACH OF THESE WARRANTIES, INCLUDING BUT NOT LIMITED TO ANY DAMAGES RESULTING FROM INCONVENIENCE, LOSS OF TIME, PROPERTY, OR INCOME, OR ANY INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. These Warranties give you specific legal rights, and you may also have other rights, which vary from state to state. In the event of a product defect covered by the foregoing Warranties during the applicable warranty period, send the product to NormaTec at 480 Pleasant Street, Suite A200, Watertown, MA 02472 USA, postage prepaid and insured, with an indication of the nature of the defect and a NormaTec RMA number. You can obtain an RMA number by contacting NormaTec at +1.617.658.5800 or support@normatecrecovery.com.

All replaced parts and products become the property of NormaTec. New or reconditioned parts and products may be used in the performance of Warranty service. Repaired or replaced parts and products are warranted for the remainder of the original warranty period only. You will be charged for repair or replacement of parts and products made after the expiration of the applicable Warranty period.

RETURN POLICY »

This policy is only applicable if you are an end user and you purchased the equipment directly from NormaTec.

In the unlikely event that you are not satisfied with your purchase, you may return it within thirty (30) days of the purchase date. If you purchase incorrectly sized attachments, they may be exchanged within fourteen (14) days of the purchase date. All returns and exchanges are subject to the conditions listed below.

- Returns and exchanges must have a Return Merchandise Authorization (RMA) number. Obtain an RMA number by contacting us at +1.617.658.5800 or support@normatecrecovery.com. Returned items without an RMA number will not be eligible for a credit to your account.
- Returns must be shipped within 30 days of the purchase date; exchanges must be shipped within 14 days of the purchase date.
- Products and packaging must be returned in new and undamaged condition. Any products showing signs of wear or being soiled in any way will be deemed “unacceptable,” and you will be so notified. Unacceptable returns and/or exchanges may be reshipped to you following payment of an inspection/shipping fee.
- Returned items will be subject to a 7.5% restocking fee. A returned item is an item that is being sent back for a refund.
- If you refuse delivery of your order for any reason, you will be refunded the cost of your order less shipping fees.
- All partial or full refunds will be posted to the credit card used for purchase.
- NormaTec is not responsible for items lost or damaged during shipping.

RETURN SHIPPING DIRECTIONS

Step 1: Contact us at +1.617.658.5800 or support@normatecrecovery.com to obtain a Return Merchandise Authorization (RMA) number.

Step 2: Place items with original packaging and all original shipping documentation inside the shipping box. Be sure to include your name, contact information, reason for return/exchange, and RMA number in the shipment, so we can properly process your return/exchange.

Step 3: Ensure your name, address, and RMA number are also on the outside of the shipping box, and ship to NormaTec, 480 Pleasant Street, Suite A200, Watertown, MA 02472 USA.

Step 4: Ship via FedEx or UPS. Be sure to obtain delivery confirmation and full insurance if necessary. NormaTec is not responsible for items lost or damaged during shipping.

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