

Troubleshooting

If you have any questions or concerns, please call the **Bioness Client Relations Department at (800) 211-9136, Option 3.**

When charging the NESS L300 Plus System, how will I know when the batteries are fully charged?

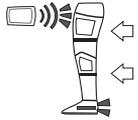
- When the L300 Plus Control Unit is fully charged, a  GREEN horizontal line will appear in the L300 Plus Control Unit digital display.
- When the L300 and Thigh RF Stim Units are fully charged, the  status light on the L300 and Thigh RF Stim Units will be SOLID GREEN.
- Charging takes approximately three hours, and it can take as long as six hours for the L300 Plus Control Unit to charge.
- After the components are fully charged, keep them connected to the system charger set until ready to use.

If I charge the NESS L300 Plus System every day, will I harm the batteries?

- No. Daily charging will not affect the lifespan or functionality of the batteries. Daily charging is recommended.

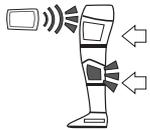
While charging, ("E") appears in the digital display.

- An error occurred while charging. Reconnect the system charger set. If the problem persists, contact the Bioness Client Relations Department, Option 3.



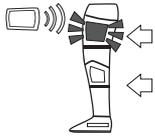
Stimulation works in training mode but not in gait mode. When I turn on gait mode I hear a beep. The Intelli-Sense Gait Sensor indicator and the RF communication indicator on the L300 Plus Control Unit ALTERNATELY FLASH RED.

- The Intelli-Sense Gait Sensor and the RF Stim Units are not communicating. The Intelli-Sense Gait Sensor is probably asleep. Press on the pressure sensor. If this does not resolve the problem, the Intelli-Sense Gait Sensor battery may be depleted or the sensor may be faulty. If no wire damage is apparent, replace the battery and try again.



When I turn on the L300 Plus Control Unit, it beeps and an RF Stim Unit indicator (L300 or Thigh) and the RF communication indicator ALTERNATELY FLASH RED. The indicators on the RF Stim Unit are not lit.

- The RF Stim Unit battery is likely discharged, preventing the L300 Plus Control Unit and RF Stim Unit from communicating. Turn off the L300 Plus Control Unit, remove the L300 and the Thigh FS Cuffs, and charge the NESS L300 Plus System fully. Then, disconnect the system charger set, put on the L300 and Thigh FS Cuffs, and turn on the NESS L300 Plus System. The L300 Plus Control Unit  on/off button and the  status light on the RF Stim Unit should FLASH GREEN. Communication should be restored.



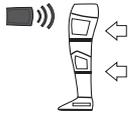
I hear a beep and an RF Stim Unit indicator (L300 or Thigh) on the L300 Plus Control Unit FLASHES RED.

- If you feel stimulation but the intensity level seems weaker than usual and movement (ankle and/or knee) is unsatisfactory, electrode contact may be compromised.
 - Turn off the L300 Plus System and remove the L300 and Thigh FS Cuffs.
 - Thoroughly cleanse the skin.
 - If appropriate, remove and replace the L300 hydrogel electrodes. Press firmly on the new hydrogel electrodes until they are securely attached to the hydrogel electrode bases. Then, remove the covers.
 - Remove the cloth electrodes and rewet them until they are saturated. Gently squeeze them together to remove excess water, blot the side with the snap, and replace them on the FS Cuff(s).
 - Replace the electrodes every two weeks.
- If you do not feel stimulation:
 - Turn off the L300 Plus System, and remove the L300 and Thigh FS Cuffs.
 - If appropriate, make sure the L300 hydrogel electrode covers have been removed.
 - Remove and rewet the cloth electrodes.

- Make sure the L300 and Thigh RF Stim Units are properly snapped into the cradles on the L300 and Thigh FS Cuffs. Press firmly near the upper edges of the L300 and Thigh RF Stim Units until they are flush with the cradles.
- Make sure the L300 hydrogel electrode bases (or L300 cloth electrode bases) are snapped into the plug holes of the L300 FS Cuff.
- Make sure the Thigh FS Cuff cloth electrodes are snapped securely to the Thigh FS Cuff. Check all snaps.
- Make sure neither the electrodes nor the electrode bases are frayed, peeling, damaged, or falling off the L300 and Thigh FS Cuffs.
- Replace any worn or damaged electrodes or L300 electrode bases.

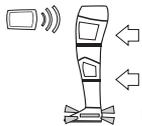
How will I know when the Intelli-Sense Gait Sensor battery charge level is low?

- An Intelli-Sense Gait Sensor battery will last for approximately six months, and then it will need to be replaced. When the Intelli-Sense Gait Sensor battery charge level is low, the Intelli-Sense Gait Sensor indicator on the L300 Plus Control Unit will FLASH YELLOW and the L300 Plus Control Unit will emit an audio alert. The audio alert will become more persistent as the battery weakens.



One of the component indicators is SOLID RED and the L300 Plus Control Unit beeps.

- The respective component is malfunctioning. Turn off the L300 Plus Control Unit and then turn it back on. If the problem persists, stop using the NESS L300 Plus System and contact Bioness.



One of the component indicators is FLASHING YELLOW.

- The respective component battery charge level is low. Charge or replace the battery.

My ankle and/or knee is not moving satisfactorily, and the NESS L300 Plus System is not indicating any errors.

- Turn off the L300 Plus Control Unit and reposition the L300 and/or Thigh FS Cuff. Test the position of the L300 and/or Thigh FS Cuff using the stimulation test button. Make sure the L300 FS Cuff strap and the Thigh FS Cuff straps are snug.

Stimulation is inconsistent when I am walking, but the NESS L300 Plus System is not indicating any errors.

- Stop walking and shift your weight from side to side. If the problem persists, check for proper placement of the Intelli-Sense Gait Sensor pressure sensor. Reposition the pressure sensor slightly forward in your shoe, or loosen your shoelace if it is tight. Also, check the Intelli-Sense Gait Sensor wires for wear or fraying. Check the transmitter and pressure sensor for damage.

My skin is irritated or has a skin reaction where the electrodes and the L300 and/or Thigh FS Cuffs touch.

- Stop using the NESS L300 Plus System immediately and contact your clinician or dermatologist, and the **Bioness Client Relations Department at (800) 211-9136, Option 3**. Resume use only when the skin is completely healed. Ask your clinician or dermatologist for a skin conditioning protocol.

I received a replacement component and was told I need to “register” it. Why is registration important and how do I register a component?

- A replacement L300 Plus Control Unit, L300 RF Stim Unit, Thigh RF Stim Unit, or Intelli-Sense Gait Sensor needs to be electronically registered to the other components in the NESS L300 Plus System to communicate wirelessly. For instructions on how to register a replacement component, see Chapter 10.

I tried the registration procedure and saw a  immediately, but I never saw the alternating arches in the digital display. The replacement component is not working.

- Clinician mode (for use by clinicians only) may have been started instead of the registration process. Turn off the L300 Plus Control Unit, and press the  minus and  mode buttons to restart the registration process.

The L300 Plus Control Unit or one of the RF Stim Units does not light up when turned on.

- The NESS L300 Plus System needs to be charged. Charge the system. If the problem persists, contact the Bioness Client Relations Department, Option 3.

After I fully charged the NESS L300 Plus System, I disconnected the system charger set and then immediately reconnected it. The charging indications appeared again on the L300 Plus Control Unit and the L300 and Thigh RF Stim Units. Are the components still fully charged or do I need to repeat the charging process?

- If you recently charged your NESS L300 Plus System and the fully charged indications were displayed, your NESS L300 Plus System is still fully charged. You do not have to repeat the charging process.