Direct Supply® Direct Choice™ 2-Channel Digital TENS Device with Preset Programs

Model #DSDC2CPD

Owner's Manual

Thank you for purchasing a Direct Supply® Direct Choice™ 2-Channel Digital TENS Device with Preset Programs from Direct Supply Equipment & Furnishings®. Please read this entire guide carefully and keep it for future reference. This guide will provide you with instructions, warnings, warranty information and other important information about your 2-Channel Digital TENS Device. Share this information with your housekeeping, nursing and maintenance staff to help ensure the 2-Channel Digital TENS Device is used and cared for properly.

Please keep and refer to this Owner's Manual.

Table of Contents & Introduction

Introduction

Thank you for purchasing this Direct Supply Direct Choice 2-Channel Digital TENS Device with Preset Programs from Direct Supply Equipment & Furnishings, a division of Direct Supply®, Inc. In this owner's manual, you'll find important information that you should read before using this device. Please keep this manual available for future reference. Should you have any questions, please contact your Direct Supply Equipment & Furnishings account manager.

Transcutaneous Electrical Nerve Stimulation (TENS) is a noninvasive, drug-free method of controlling pain. TENS uses tiny electrical impulses sent through the skin to nerves to modify your pain perception. TENS does not cure any physiological problem; it only helps control the pain. TENS does not work for everyone. However, in most patients it is effective in reducing or eliminating the pain, allowing for a return to normal activity.

Definitions and Symbols

NOTE: Indicates a tip.

⚠ Attention. Read the instructions.

WARNING: Calls attention to a potential danger that requires correct procedures or practices in order to prevent personal injury.

CAUTION: Indicates correct operating or maintenance procedures in order to prevent damage to or destruction of the equipment or other property.

DEVICE: Your Direct Supply Direct Choice 2-Channel Digital TENS Device with Preset Programs.

YOU and YOUR: The facility, community or other entity that has purchased the device.

WE, US and OUR: Direct Supply Manufacturing, Inc.

LOT: Batch code.

SN: Serial number.

 : Dispose of your device properly. Please contact the organization responsible for your waste disposal for more information.

 : Type BF applied part.

 : Type of protection against electric shock: Class II Equipment.

 : Read Owner's Manual.

Safety Notices – Warnings and Cautions

Check your Direct Supply Direct Choice 2-Channel Digital TENS Device with Preset Programs each week based on the following checklist:

1. Check the device for external damage, such as deformation of the housing and damaged or defective output sockets.
2. Check the device for defective operating elements, such as the switches or knobs. Check the legibility of labels.
3. Check that the LCD is displaying information when a channel is turned on.
4. Check the usability of accessories. Check that the cables and electrodes are not damaged. If the device appears to be damaged in any way, do not use the device and contact Direct Supply Equipment & Furnishings for troubleshooting assistance.

⚠ WARNINGS

Read and follow all directions and warnings before using this device. Do not operate this product without first reading and understanding this user manual. Damage, injury or even death may result from improper use of this device or not following directions and warnings. This device is intended for use by trained and licensed healthcare or senior care providers in normal, indoor conditions.

- Caution should be used in applying TENS to patients suspected of having heart disease. Further clinical data is needed to show there are no adverse results.
- TENS devices have no AP/APG protection. Do not use them in the presence of explosive atmosphere and flammable mixture.
- The safety of TENS devices for use during pregnancy or birth has not been established. Do not use TENS during pregnancy.

- TENS is not effective for pain of central origin. (This includes headache.)
- TENS devices have no curative value.
- TENS is a symptomatic treatment and as such suppresses the sensation of pain which would otherwise serve as a protective mechanism.
- Electronic monitoring equipment (such as EGG monitors and EGG alarms) may not operate properly when TENS stimulation is in use.
- There should be a prominently placed statement warning that stimulus delivered by this device may be sufficient to cause electrocution. Electrical current of this magnitude must not flow through the thorax because it may cause a cardiac arrhythmia.
- Do not place electrodes on the front of the throat as spasm of the laryngeal and pharyngeal muscle may occur.
- Care should be taken so that when operating potentially dangerous machinery the stimulator controls are not changed abruptly.
- Keep this device out of the reach of children and individuals with cognitive impairment.
- Never use in environments with high humidity such as in the bathroom or when having a bath or shower.
- Electrodes should never be placed over the eyes, in the mouth, near the genitals, or internally.
- Do not use while sleeping.
- Skin irritation and electrode burns are possible adverse reactions. If either occurs, discontinue use and consult your physician.
- Residents with an implanted electronic device (for example, a pacemaker) should not undergo TENS treatment without first consulting a doctor. The same applies to patients with any metallic implants.

Safety Notices – Warnings and Cautions (cont.)

- This device should not be used while driving, operating machinery, close to water or during any activity in which involuntary muscle contractions may put the user at undue risk of injury.
- Federal law restricts this device to sale by or on the order of a physician. This device is intended for use under the order of a healthcare practitioner licensed by your state.

⚠ CAUTIONS

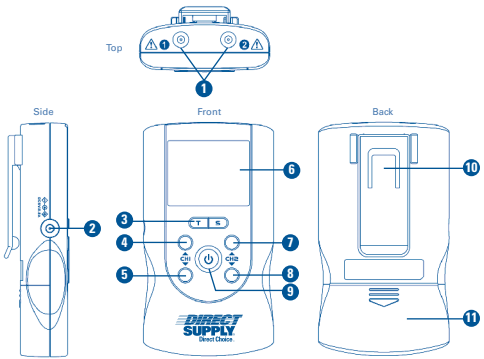
- Isolated cases of skin irritation may occur at the site of electrode placement following long-term application. Effectiveness is highly dependent upon patient selection by a person qualified in the management of pain patients. This device should be used under the supervision of a licensed healthcare professional.
- Possible allergies to gel, skin irritation and electrode burn are potential adverse reactions.
- If TENS therapy becomes ineffective or unpleasant, stimulation should be discontinued until its use is reevaluated by a licensed healthcare professional.
- Always turn the device off before applying or removing electrodes.

Contraindications

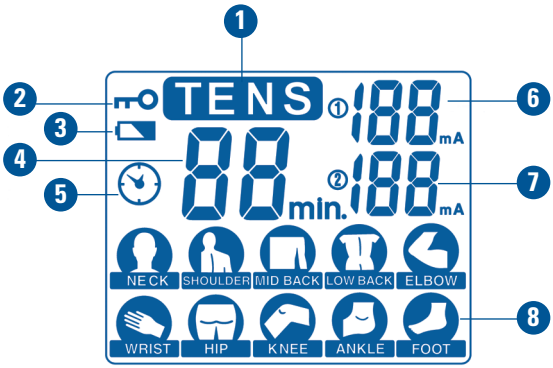
- This device should not be used for symptomatic local pain relief unless etiology is established or unless a pain syndrome has been diagnosed.
- TENS is not recommended for patients with known heart disease without physical evaluation of risk.
- This device should not be used when cancerous lesions are present in the treatment area.
- Stimulation should not be applied over swollen, infected, inflamed areas or skin eruptions (e.g. phlebitis, thrombophlebitis, varicose veins, etc.).
- Electrodes must not be applied to sites that might cause current/stimulation to flow through the carotid sinus region (anterior neck) or transcerebrally (through the head).
- Do not use this device if the patient has a demand-type cardiac pacemaker or any implanted defibrillator.
- This device should not be used over poorly enervated areas.
- Epilepsy.
- Serious arterial circulatory problems in the lower limbs.
- Abdominal or inguinal hernia.

Device Description

The Direct Supply Direct Choice 2-Channel Digital TENS Device with Preset Programs is a portable electrotherapy device featuring Transcutaneous Electrical Nerve Stimulation (TENS) therapy, which is used to assist with pain relief. The device sends a gentle electrical current to underlying nerves and muscle group via electrodes applied on the skin. The parameters of device are controlled by the buttons. Its intensity level is adjustable according to the needs of patients.



1. Output socket
2. Adapter receptacle
3. Select the treatment time
4. Increasing the output intensity of channel 1
5. Decreasing the output intensity of channel 1
6. LCD display: Shows the operating state of the device
7. Therapeutic part program selection
8. Increasing the output intensity of channel 2
9. Decreasing the output intensity of channel 2
10. Press ⏻ button to turn on or turn off the device
11. Belt clip
12. The battery compartment cover



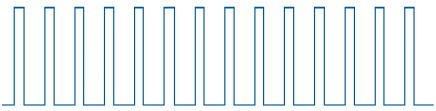
1. Display TENS therapeutic mode
2. Lock function indicator
3. Low-battery indicator
4. Display numbers of the treatment time
5. Timer symbol
6. Display numbers of the output intensity for channel 1
7. Display numbers of the output intensity for channel 2
8. Display therapeutic program by body part

Technical Specifications

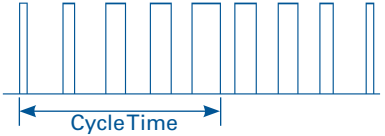
Specification	Technical Description
Channels	Dual; isolated between channels
Power Supply	One 9V battery or optional AC power adaptor
Operating Conditions	Temperature: 40°F - 104°F Relative Humidity: 30% - 75% Atmospheric Pressure: 525 mmHg - 795 mmHg
Storage Conditions	Temperature: 14°F - 122°F Relative Humidity: 10% - 90% Atmospheric Pressure: 525 mmHg - 795 mmHg
Tolerance	There may be a ±10% tolerance of output intensity and ±5% on all other setting parameters
Electrode Detection Function	The amplitude level will be reset to 0mA when the amplitude level is 12mA or greater and an open circuit is detected at either channel
Waveform	Mono-phase square pulse wave
Timer	15 minutes, 30 minutes, 60 minutes and continuous
Pulse Amplitude	Adjustable, 0~105mA at 1,000 ohm load at each channel; 1mA/step
Pulse Width	From 100 to 260 μs
Pulse Rate	From 50 to 150 Hz
Size	4.5"L x 2.55"W x 0.9"H
Weight	4.48 oz. (battery included)

Waveforms

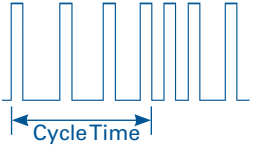
Normal



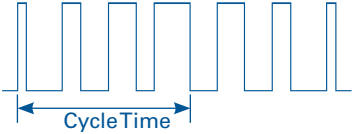
Pulse Width Modulation



Pulse Rate Modulation



Modulation/Pulse Width and Pulse Rate



Replacement Parts and Accessories

Please contact your Direct Supply Equipment & Furnishings account manager to order replacement parts or accessories for your 2-Channel Digital TENS Device with Preset Programs.

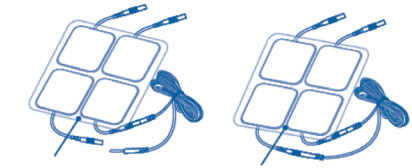
Only Direct Supply Direct Choice accessories are intended for use with this device.

Available accessories may include:

- Electrode lead wires
- Electrodes
- Owner's manual
- Carrying case
- AC adaptor (optional)

Connect Electrodes to Lead Wires:

Insert the lead wire connector into electrodes connector (standard 0.08" female connection). Make sure no bare metal of the pins is exposed.



Attachment of Electrode Lead Wires:

The wires provided with the system insert into the jack sockets located on top of the device. Holding the insulated portion of the connector, push the plug end of the wire into one of the jacks. One or two sets of wires may be used. This device has two output receptacles controlled by Channel 1 and Channel 2 at the top of the device. You may choose to use one channel with one pair of lead wires or both channels with two pairs of lead wires. Using both channels gives the user the advantage of stimulating two different areas of the resident's body at the same time.

⚠ **WARNING**: Do not insert the plug of the patient lead wire into any AC power supply socket.

Electrode Options:

The electrodes are disposable and should be routinely replaced when they start to lose their adhesive nature. If you are unsure of your electrodes' adhesive properties, order replacement electrodes. Replacement electrodes should be re-ordered through or on the advice of your physician to

ensure proper quality. Follow application procedures outlined in electrode packing, to maintain optimal stimulation and to prevent skin irritation.

Electrode Placement:

The placement of electrodes can be one of the most important parameters in achieving success with TENS therapy. Of utmost importance is the willingness of the clinician to try the various styles of electrode placement to find which method best fits the needs of the individual patient. Contiguous placement is the most common placement technique. It involves placing the electrodes alongside the localized pain site, in such a way as to direct the flow of current through or around the area of pain. In a single-channel application, this would involve placing each pad on either side of the pain site, if the pain is localized on a limb and deep within the tissue. Pad placement on the posterior and anterior aspects of the affected limb will allow the current to flow completely through the limb and thus through the endogenous pain site. With a two-channel application, the clinician may either direct the current flow to cross through the pain site or, in what is called the "bracket" method, allow the current to flow on either side of the painful area, generally through the nerve branches that feed into the pain site.

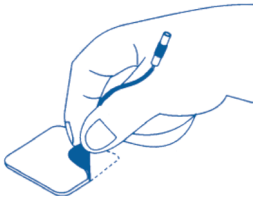
Application of Adhesive Electrodes:

Application:

- Clean and dry the skin at the prescribed area thoroughly with soap and water prior to application of electrodes.
- Insert the lead wire into the pin connector on the pre-wired electrodes.
- Remove the electrodes from the protective liner and apply the electrodes firmly to the treatment site.

Removal:

- Lift at the edge of electrodes and peel; do not pull on the lead wires because it may damage the electrodes.
- Place the electrodes on the liner and remove the lead wire by twisting and pulling at the same time.



Care and Storage:

- Between uses, store the electrodes in the resealed bag in a cool dry place.
- It may be helpful to improve repeated application by spreading a few drops of cold water over the adhesive and turn the surface up to air dry. Over-saturation with water will reduce the adhesive properties.

⚠ **WARNING**:

- Only use the device with electrodes provided by the manufacturer.
- Do not apply electrodes to broken skin.
- The electrodes should be discarded when they no longer adhere to the skin.
- The electrodes are intended for single patient use only.
- If irritation occurs, discontinue use and consult your clinician or other healthcare professional.
- Read the instructions for use of self-adhering electrodes before application.

Functions and Use (cont.)

Tips for Resident Skin Care

To avoid skin irritation, especially if the resident has sensitive skin, follow these suggestions:

- Wash the area of skin where you will be placing the electrodes, using mild soap and water before applying electrodes, and after taking them off. Be sure to rinse soap off thoroughly and dry skin well.
- Excess hair may be clipped with scissors; do not shave stimulation area.
- Wipe the area with the skin preparation your clinician has recommended. Let this dry. Apply electrodes as directed.
- Many skin problems arise from the "pulling stress" from adhesive patches that are excessively stretched across the skin during application. To prevent this, apply electrodes from center outward; avoid stretching over the skin.
- To minimize "pulling stress," tape extra lengths of lead wires to the skin in a loop to prevent tugging on electrodes.
- When removing electrodes, always remove by pulling in the direction of hair growth.
- It may be helpful to rub skin lotion on electrode placement area when not wearing electrodes.
- Never apply electrodes over irritated or broken skin.

Selecting the Programs on the 2-Channel Digital TENS Device with Preset Programs:

This device has 10 preset programs. For the details of the programs please refer to the Preset Programs table later in this owner's manual. The therapeutic part program can be selected by pressing the [S] button control. The therapeutic part program indicator will flash after you have selected it. Apply electrodes to the exact site indicated by your physician or therapist.

Selecting the Treatment Time:

There are four choices available for the treatment time: 15 minutes, 30 minutes, 60 minutes and continuous. The treatment time can by selected by pressing the [T] button.

Adjusting the Channel Intensity:

Press the intensity control button (arrow-up and arrow-down buttons) to control the intensity output. Slowly press the desired intensity button control until you reach the setting recommended by your physician or therapist. Repeat for the other channel, if both channels are being used.

⚠ **WARNING**: If the stimulation levels are uncomfortable or become uncomfortable, reduce the stimulation intensity to a comfortable level and contact your physician or therapist if the problem persists.

Safety Lock Feature:

The Safety Lock Feature automatically activates after there is no operation in the panel for 30 seconds; it operates by locking out the ability to press the buttons. This is a safety feature to prevent accidental changes to your settings and to prevent accidental increases to the intensity levels. You can press either one of the arrow-down buttons to unlock the device.

Turn On/Off:

To turn the device on or off, press the power button on the front of the device.

⚠ **CAUTION**: If there is no operation for three (3) minutes in the waiting state, the device will shut off automatically. In shutdown state, keep pressing the channel 2 down-arrow first, and then press the power button at the same time to restore factory parameter settings.

Preset Treatment Programs

⚠ **WARNING**: Always verify with a licensed healthcare professional that a preset program is appropriate for a specific resident before using the device.

Program	Waveform Mode	Frequency (Hz)	Pulse Width (µs)	Default Treatment Time (min)
NECK	Modulation	60-100	100-150	30
SHOULDER	Pulse rate modulation	80-100	260	30
MID BACK	Pulse rate modulation	100-150	100	30
LOW BACK	Frequency modulation	50-80	260	30
ELBOW	Continuous	100	100	30
WRIST	Continuous	100	260	30
HIP	Pulse rate modulation	100-150	200	30
KNEE	Pulse width modulation	120	100-150	30
ANKLE	Continuous	100	100	30
FOOT	Modulation	60-100	100-180	30

Battery Information

Low Battery Indicator:
A battery symbol is shown on the display when the battery is almost empty. As long as the stimulator is working normally you can continue the treatment. When stimulation feels weaker than usual or the stimulator turns off, it is time to replace the new battery. If you suspect the device is not functioning correctly due to a low battery, immediately discontinue use until the battery has been replaced.

Check/Replace Battery:
Over time, in order to ensure the functional safety of TENS, changing the battery is necessary.

1. Make sure that both intensity controls are switched to off position.
2. Slide the battery compartment cover and open.
3. Remove the battery from the compartment.
4. Insert the battery into the compartment. Note the polarity indicated on the battery and in the compartment.
5. Replace the battery compartment cover and slide to close.
6. Discard the old battery in accordance with state and local regulations.

The Direct Supply Direct Choice Digital TENS device can be used with a rechargeable battery when necessary. If you use rechargeable batteries, please follow the instructions accompanying the batteries.

NOTE: Rechargeable batteries are not included.

Prior to the use of a new unit, the rechargeable battery should be charged according to the battery manufacturer's instructions. Before using the battery charger, read all instructions and cautionary markings on the battery and in this owner's manual. After being stored for 60 days or more, the batteries may lose their charge. After long periods of storage, batteries should be charged prior to use.

Care and Maintenance & Troubleshooting

Care and Maintenance

Always verify the device is properly functioning before use. Use a non-flammable cleaning solution to clean the device. Stains and spots can be removed with a mild cleaning solution. When transporting the device, use the padded carrying case to keep the device protected. If the device is not to be used for a long period of time, remove the battery and place the device and accessories in the carrying case and store in a cool, dry place. The device should be stored or transported in a temperature range of 0°-140°F, relative humidity between 20% and 95%, and an atmospheric pressure range of 375-795 mmHg.

⚠ **WARNING**: Do not submerge the device in liquids or expose it to large amounts of water.

Troubleshooting

⚠ **WARNING**: Do not try to repair your device. Contact Direct Supply Equipment & Furnishings for additional troubleshooting assistance.

Problem	Possible Cause	Solution
Display fails to light up	Battery contact failure	1. Try fresh batteries
		2. Ensure batteries are inserted correctly
Stimulation is weak	Electrodes are not adhering properly or are not placed properly	Replace electrodes
	Leads wires are old/ worn/damaged	Replace lead wires
Stimulation is uncomfortable	Intensity is too high	Decrease intensity
	Electrodes are too close together	Reposition electrodes
	Damaged or torn electrodes or lead wires	Replace lead wires
	Electrode active area is too small	Replace electrodes with ones that have an active area of no less than 16.0 sq. cm

Problem	Possible Cause	Solution
Intermittent output	Lead wires	**NOTE**: Some preset programs are meant to be intermittent. Refer to the Preset Program section of this owner's manual.
		Verify connection is secure.
		Turn down intensity. Turn dial 90 degrees. If still intermittent, replace lead wire.
		If still intermittent after replacing lead wires, contact your account manager.
Stimulation is ineffective	Improper electrode placement	Reposition electrodes.
Skin becomes red and/or a stabbing pain is felt	Using electrodes on the same sight every time	Reposition electrodes. If at any time pain or discomfort is felt, stop use immediately.
	The electrodes do no stick to skin properly	Ensure the electrode is stuck to the skin properly. Replace electrodes if necessary.
	The electrodes are dirty	Clean the electrode pads with a damp, lint-free cloth or replace electrodes
	The surface of the electrode is scratched	Replace electrode
Output current stops	The electrode pads came off of the skin	Turn off the device and stick the electrodes firmly to the skin, replace electrodes if necessary
	The cable is disconnected	Turn off the device and plug in the cable
	The batteries are dead	Replace batteries

Electromagnetic Capability (EMC) Tables

Guidance and Manufacturer's Declaration - Electromagnetic Emissions		
This device is intended for use in the electromagnetic environment specified below. The user must assure that it is used in such an environment.		
Emissions Test	Compliance	Electromagnetic Environment
RF emissions CISPR11	Group 1	The device uses RF energy only for internal function. Therefore, its RF emissions are very low and are not likely to cause any interference in nearby electronic equipment.
RF emissions CISPR11	Class B	The device is suitable for use in all establishments other than domestic and those directly connected to the public low-voltage power supply network that supplies buildings for domestic purposes.
Harmonic emissions IEC 61000-3-2	Not applicable	
Voltage fluctuations/ flicker emissions IEC 61000-3-3	Not applicable	

Guidance and Manufacturer's Declaration - Electromagnetic Immunity			
This device is intended for use in the electromagnetic environment specified below. The user must assure that it is used in such an environment.			
Immunity Test	IEC 60601 Test Level	Compliance Level	Electromagnetic Environment
Electrostatic discharge IEC 61000-4-2	±6 kV contact ±8 kV air	±6 kV contact ±8 kV air	Floors should be wood, concrete or ceramic tile. If floors are covered with synthetic material, the relative humidity should be at least 30%.

Electrical fast transient/ burst IEC 6100-4-4	±2 kV for power supply lines, ±1 kV for input/output lines	Not applicable	Main power quality should be that of a typical hospital or commercial environment.
Surge IEC 6100-4-5	±1 kV differential mode, ±2 kV common mode	Not applicable	Main power quality should be that of a typical hospital or commercial environment.
Voltage dips, short interruptions and voltage variations on power supply input lines IEC 6100-4-11	<5% UT (>95% dip in UT) for 0.5 cycle, 40% UT (60% dip in UT) for 5 cycles, 70% UT (30% dip in UT) for 25 cycles, <5%UT (95% dip in UT) for 5 seconds	Not applicable	Main power quality should be that of a typical hospital or commercial environment.
Power frequency (50/60Hz) magnetic field IEC 6100-4-8	3 A/m	3A/m	Power frequency magnetic fields should be that of a typical hospital or commercial environment.
NOTE: UT is the AC main voltage prior to application of the test level.			

Electromagnetic Capability (EMC) Tables (cont.)

Guidance and Manufacturer's Declaration - Electromagnetic Immunity			
This device is intended for use in the electromagnetic environment specified below. The user must assure that it is used in such an environment.			
Immunity test	IEC 60501 test level	Compliance level	Electromagnetic environment
			Portable and mobile RF communications equipment should be used no closer to any part of the device, including cables, than the recommended separation distance calculated from the equation applicable to the frequency of the transmitter.
Conducted RF IEC 6100-4-6	3Vrms 150 kHz to 80 MHz	3Vrms	d=(3.5/V1)*(√(P))
Radiated RF IEC 61000-4-3	3V/m 80 MHz to 2.5 GHz	3 V/m	d=(3.5/E1)*(√(P)), 80-800 MHz d=(7/E1)*(√(P)), 0.8-2.5 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 distance in meters (m). Field strengths from fixed RF transmitters, as determined by an electromagnetic site survey, should be less than the compliance level in each frequency range.

NOTE: At 80 MHz and 800 MHz, the higher frequency range applies.
NOTE: These guidelines may not apply in all situations. Electromagnetic propagations are affected by absorption and reflection from structures, objects and people.

a. 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 device is used exceeds the applicable RF compliance level above, it should be observed to verify normal operation. If abnormal performance is observed, additional measures may be necessary, such as reorienting or relocating the device.
b. Over the frequency range 150kHz to 80 MHz, field strengths should be less than [Vi] V/m.

Electromagnetic Capability (EMC) Tables (cont.)

Recommended Separation Distances Between Portable and Mobile RF Communications Equipment and the Device			
The device is intended for use in an electromagnetic environment in which radiated RF disturbances are controlled. The user of the device can help prevent electromagnetic interference by maintaining a minimum distance between portable and mobile RF communications equipment (transmitters) and the recommended below, according to the maximum output power of the communications equipment.			
Rated maximum output power of transmitter, W	Separation distance according to frequency of transmitter, m		
	150 kHz to 80 MHz d=(3.5/V1)*(√(P))	80 MHz to 800 MHz d=(3.5/E1)*(√(P))	800 MHz to 2.5 GHz d=(7/E1)*(√(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 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) accordable to the transmitter manufacturer.			
NOTE: At 80 MHz and 800 MHz, the separation distance for the higher frequency range applies.			
NOTE: These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects and people.			

Conformity to Safety Standards

This 2-Channel Digital TENS Device with Preset Programs is in compliance with the following normative documents: IEC 60601-1, IEC 60601-1-2, IEC 60601-2-10, IEC 60601-1-4, ISO 10993-5, ISO 10993-10 and ISO 10993-1.

Limited Warranty

We, Direct Supply Manufacturing, Inc., offer to you, as the original purchaser, a warranty for the Direct Supply Direct Choice 2-Channel Digital TENS Device with Preset Programs, Model #DSDC2CPD. Our warranty applies for the limited warranty period stated below. If any device or device part listed below is defective in material or workmanship during the applicable limited warranty period, we will repair or replace it at our cost. Please note that the decision to repair or replace a device or device part will be at our discretion.

Our warranty applies only if the device is properly maintained by the original purchaser for normal, indoor use and does not cover normal wear and tear, modification of the device, or damage caused by abuse, improper use, failure to maintain, use which exceeds the published device limitations, or the combination of any device with another device. In addition, our warranty does not cover fading, colorfastness, stains, spills, or exposure to chemicals, odors, heat or light. In certain cases, we may provide you repair or adjustment instructions and/or replacement parts, and ask you to perform a repair or adjustment or replace a defective part.

Our warranty gives you specific legal rights, and you may also have other rights, which vary, from state to state. Please note that our limited warranty period begins when we ship the device to you. The limited warranty period and our obligations under the warranty end once you transfer the device to someone else, or at the end of the applicable limited warranty period identified below, whichever is earlier.

	Warranty Period (Parts)	Anticipated Usable Device Life
Direct Supply Direct Choice Digital TENS Device with Preset Programs	2 years	2 years
Accessories (cables, electrodes)	60 days	60 days

Anticipated Usable Device Life is based on normal use with proper maintenance, cleaning and storage. You should still inspect, monitor and care for the device as described in this guide, as the device may need to be replaced sooner than anticipated in particular situations.

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Customer Service

Our promise to you is that you will have a convenient and easy ordering experience, receive a quality Direct Supply Direct Choice Digital TENS Device with Preset Programs, and enjoy outrageous customer service. If you have any questions about the Digital TENS Device you have purchased or would like to request warranty service, please contact:

Direct Supply Equipment & Furnishings
at 1-800-634-7328, 6767 North Industrial Road, Milwaukee, WI 53223, deardirect@directsupply.net.

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