

Care and Problem Solving with your NeuroTrac® Electrical Stimulation Machine.

BATTERY

- preferably use a PP3 alkaline battery
- expected average battery life (of standard 800 mAh, alkaline) = 32 hours.
- Ensure battery contact plates are clean – especially if machine has not been used for a while.
- NEVER STORE THE MACHINE FOR LONG PERIODS WITH THE BATTERY IN IT – batteries leak and erode the contact plates

LEAD WIRE CARE

The lead wires should be handled carefully and never stretched, DO NOT remove by tugging on the leads – hold the plug to remove.

ELECTRODE CARE

Electrodes, both adhesive and internal, are easily damaged with rough handling and will not be replaced under warranty if not properly cared for. The internal leads to the electrode will break if pulled on while removing the electrode.

- handle your internal electrode via the flange to insert and remove
- handle your adhesive electrode by gently peeling from backing – do not pull on wires
- store adhesive electrodes on their plastic backing between uses.

PROBLEM SOLVING

The intensity (mA) cuts out above 5-8 mA and/or zero mA is flashing on screen.

This is a safety function of the device. It means the machine is working but has detected a loss of connection between your tissues and the electrode plates. You need to re-establish connection before the machine will allow you to increase the intensity (mA) again.

There can be several reasons for poor connection.

If you are using an INTERNAL Electrode

- probe is not the right size, you may need a larger width probe
- probe fits but momentarily loses connection with one side of the pelvic floor muscles, for example, when you shift position.
- lack of lubrication - you may need some lubrication to improve connection between probe and tissues.

How to improve connection with an internal probe

- sit more upright, propped on pillows
- try doing a pelvic floor squeeze as the machine starts the contraction – actively contracting helps bring the pelvic floor muscles towards the midline and closer to the electrode plates
- use a small amount of water-based lubricant on the electrode

If you are using ADHESIVE EXTERNAL ELECTRODES

- skin is oily or dirty – wash with soap and water then dry before trying again
- area is too hairy preventing adhesion – shave the area
- electrodes have lost their stickiness – try spreading a drop of water on the gel and air dry
- replace electrodes

If you have addressed the above and think your machine is not working, please follow the steps below:

1. Test the machine:

Attach the internal probe/electrode to the machine via the lead and place electrode only into a glass of water with a touch of salt in it (to increase conductivity) - this completes the circuit. Turn machine up, if it registers mA beyond 5mA and continues up then entire machine is working and the problem is lack of contact with your tissues – see previous page.

2. Test the electrode and lead:

If the above test of machine fails i.e. it does not register above 5mA when in the glass of water remove electrode but leave lead plugged into machine.

Place lead onto table - do not hold whilst testing or you may receive a sudden surge. With machine on, touch the red and black pins together and turn up intensity. If it registers but the water test failed then the problem is the electrode – replace the electrode.

If it does not register beyond 5mA when touching the lead pins together then the lead needs replacing.

TO LOCK/UNLOCK A NEUROTRAC MACHINE

1. Select the built in or customised programme required. In the case of a custom programme make sure that the pulse width, frequency, time etc. are set up and saved.
2. Remove the battery cover and using a thin rod (e.g. the end of a paperclip) gently press on the lock button until you hear a double beep. The unit is now "locked" and cannot be altered until "unlocked"
3. To Unlock the machine follow above instructions until a single beep is heard.
4. Once unlocked the LCD will display the average mA used on each channel and the total hours the unit has been in use as shown in the diagram. To return to normal "unlocked" operation, simply press ESC. Your treating Health Professional may have locked in the program when they decided on the best one for you – check with them before unlocking the machine and changing the program.

OTHER COMMON PROBLEMS

- You can only feel stimulation on one side of your pelvic floor (with internal electrode) even if you turn the electrode around you feel it on the other side only- you may either have some nerve damage and not be able to feel the current or you are only getting tissue connection on one side. See connection steps above.
- Test the electrode as above, there may be a loose wire.
- You may also have muscle avulsion (tear) on that side and muscle unable to contract

Review with a pelvic floor physiotherapist if you are concerned

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