

2014 Sales Seminar

“We are inspired to effectively and safely treat acute, chronic and postoperative pain while decreasing the cost of healthcare”.

THE
BODY
SPECIALISTTM
0418 793 427

RITM SCENAR
OKB Inc.

RITM
SCENAR
AUSTRALIA

Product Lines and Market Positioning

Presented by Sally Dymond

Sales Training Objective:

To help educate on Scenar products and highlight skills and techniques used to sell devices within a clinical setting.

History

- **1970** - Special Construction Bureau “RITM” was established by the State University of Radio-engineering in Taganrog, Russia



New Management of RITM OKB Russia

- Dr. Yury Starovoytov was elected as the new General Director of RITM OKB in 2013
- Yury is a medical doctor and a very successful businessman
- After Yury took over the Management of RITM OKB, the Company is going through many changes



History

- RITM OKB is the inventor and patent holder of the famous SCENAR technology – derived from participation in the Russian National Program of space research during the 80's
- The first **SCENAR** device prototype was manufactured in 1976 and patented in 1986

- **SELF**
- **CONTROLLED**
- **ENERGO**
- **NEURO**
- **ADAPTIVE REGULATOR**



History

- 1986 - First SCENAR Patent
- 1990 - First Certification of SCENAR devices in the agencies of the Ministry of Health
- 2006 - ISO 9001, ISO 13485
- 2006 - CE Mark – European Directive 93/42/EEC
- 2010 – FDA 510(K) USA K092117, K131513
- 2012- Health Canada DL:86149
- 2013- Mexico



Bankruptcy Kosmed International Bv

- In 2013 “**Kosmed International BV,**” KSI www.ritmedic.com (set up in 2000) production facility is closed due to:
 - unpaid license fee
 - inability to develop the European market
 - Non compliance with the contract clauses about trademark ownership
 - Their attempt to develop and new
 - Device behind RITM OKB back



RITM America – closed

- RITM America is also closed:
 - Conflict of interest – “RITM America LLC” and “Scenar Health USA”
 - The US Distributors were not served well and most of them stopped dealing with RITMSCENAR
 - Big debt to RITM OKB

New US Company – “RITMSCENAR OKB, Inc.”

www.ritmtscenarokb.com

- New Company is US controlled by RITM OKB
- RITM OKB are offering exceptionally good trading conditions in US to attract new and old distributors
- RITM OKB are looking to appoint General Manager of the new Company

Global Price List and exclusive devices

- Global Price List – unified prices worldwide
- Exclusive devices for different markets to
- prevent unfair competition



SuperPro – America



SCENAR Master – Europe



bioSCENAR – Asia-Pacific

Product Line for US market:



Pro+



Pro



Sport D



Sport

+ ACCESSORIES

Sport D Device:



Same Device as the Sport, but with an LCD Screen.

This allows for:

- Enhanced Ease of Use
- See what Setting are Active
- Skin Contact Indicator – Useful when using the device on others.

Settings:

- F – 14,60,90,340Hz
- AM 3:1
- Dose
- FM

Scenar Pro:



For those wanting more than an entry level Scenar:

- Family members are sick and need regular treatment.
- Massage therapist
- Reiki Practitioners
- Natural Therapists
- Acupuncturist

Pro Plus Scenar



For those wanting to use Scenar as a Stand Alone Treatment:

- Scenar Practitioner
- Physio Therapist
- Nursing Staff
- Osteopath
- Chiropractor
- Doctor

Blankets:



Small Size Blanket:

- Ideal size for children
- Half-Body wrap for Adults

Standard Size Blanket:

- Adults
- Fatigue
- Shift Workers
- Chemotherapy Patients
- Major Illness or Surgery Recovery
- Insomnia
- Emotional Issues
- Depression

How to explain SCENAR and ULM products to patients and practitioners

Follow K.I.S.S. - Keep It Simple Stupid...

- Emphasize Simplicity – Easy to use, Effortless, Painless, Unpretentious, Plain Sailing...
- Keep it personal... get to the point.
- Assess your client in the first few minutes...

How to explain SCENAR and ULM products to patients and practitioners

Categorize them: this will determine how you sell or market to them:

- Athlete
- Full time Soccer Mum
- Workaholic - Stressed
- Headache Sufferer
- Sporty Family
- Tradesman/Physical Worker
- Sickness/Chronic Illness in Family.

How to explain SCENAR and ULM products to patients and practitioners

Category Specifics:

- **Athlete** - needs to recover from training, hates to be sore and full of lactic acid. - fast recovery, if they injure they can fix quickly without a wait to get in to see you.
- **Full time soccer mum** - kids always spraining/straining them selves or complaining about being sore - save time in physio, massage and can do something on the spot to help them.
- **Workaholic - stressed** - sore neck, back, tired - can use pads/leads, device can be running while they are sitting at their computer. Make it sound easy for them as they are already too busy. Have it in your pocket while you are driving. Allows you to get relief and back to the task at hand.
- **Headache sufferer** - pain... tired of pills - use pads leads, can dull the headache before it starts...
- **Sporty family** - someone always hurting themselves, always at soccer, tennis, gym.. Fighting over the machine.
- **Tradesman/physical worker** - have to keep working through back pain, if they hurt themselves at work have a tool to help - no missed days work, pain relief on the spot at work. Can treat every night at home.
- **Sickness/chronic illness family** - exhaustion - sell them on self help, blankets easy to use and will restore them mentally and physically.

Healthcare Professionals

- Many different types of Healthcare Professionals are integrating with great success non-pharmaceutical, non-invasive RitmScenar® technology in their practice to treat different types of pain and chronic conditions.
- Physicians (neurologists, orthopedic surgeons, internists, chiropractors, naturopaths, homeopaths, podiatrists)
- Pain associated with neuropathy from diabetes, cancer, fibromyalgia and other chronic conditions
- Pain connected to carpal tunnel syndrome, back pain and chronic or acute pain related to repetitive stress injuries
- Pain associated with injuries, including pain after surgery, orthopedic-related injuries, scar tissue build up, phantom pain and "weekend warrior" strain
- **Nurse Practitioners**
- Assist physicians with treatment protocols specific to an injury or chronic pain condition
- Instruct patients how to use the prescribed device at home
- **Dentists and Orthodontists**
- Dental pain connected with tooth extractions, orthodontics and dental procedures (used outside the mouth along jaw line)
- Relaxation of the neck, head and shoulders connected with chronic pain of the mouth and jaw
- Faster recovery from oral surgery
- **Physical, Occupational Therapists and Athletic Trainers**
- Manage pain associated with acute injuries without drugs
- Manage pain connected with rehab in order to improve rehab outcomes Mitigate pain in order to get athletes back into play faster
- **Massage, Lymphatic Therapists and Acupuncturists, Oriental Medicine Practitioners**
- Use in conjunction with acupuncture to analyze and stimulate meridian energy flow
- To improve the results of massage therapy



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Key Factors in Sales Process:

Selling is 60 percent listening and 40 percent talking:

We have two ears and one mouth so that we can listen twice as much as we speak.

When you're having a conversation with a customer, your main goal is always to figure out how (and whether) you can help that customer. This is impossible when your mouth is open!

Customers care about their business, not about you or your issues.

Put yourself in your customers shoes... every thing you say must be said in their perspective rather than from your perspective. It's never "my product is great." It's always "here's how I can help you."

Your reputation always precedes you

In today's hyper-connected world, you can assume that *anyone* who might possibly buy *anything* from you knows exactly who you are. Even if you are calling out of the blue, your life history is just a Google search away.

Selling is all about relationship-building.

Contrary to much of the foolishness that gets passed around as "sales wisdom," customers will only buy from you if they trust you, respect you, and like you. Everything else pales by comparison.

Features Must Be Linked to Benefits

A standard sales component, the "features-and-benefits connection" bears repeating *and* reminding: *Features* are common, but *benefits* are personal and specific. When describing the product or service you are selling, use "link phrases" when outlining the benefits of the features you are showing: "X is a feature of this service, which means that you will benefit from Y" Remember to be specific.

Sell the Results - Paint a Picture

You want the outcome for your prospect to be rosy, but you need to convey that. Discover your prospect's "prime desires," and personalize the benefits to him or her. Describe the end results of the transaction and how it will improve the life of your prospective customer.

Selective Product Knowledge Is Key

A good salesperson realizes that buyers buy solutions and results; they do not buy products or services. Know the specific aspects of your product or service that will create your client's desired result.

Be Professional at All Times

- The greatest compliment a customer can pay you is to describe you as "professional." Don't worry about being liked - *Be Respected*.
- Being professional is not one thing, it is three:
 - What you do.
 - What you say.
 - How you present yourself.

Marketing Activities

- **Website** - What happens when you want to buy a product... DR GOOGLE!
... Everyone googles everything today. If you want to be found, you *must* be active online.
- **Social Media** - Facebook - love it or hate it.. It's not going away. It's a brilliant tool when used correctly. It's important for all of us to like and comment on *each other's* pages. This spreads credibility, awareness (when people see other people commenting and sharing it will keep showing up on friends of friends pages.)
See Also: Twitter, Instagram, Google Plus, LinkedIn, Etc. Etc.
- **Content:** Activities, Testimonials, Photos of Scenar usage, Photos of treatment outside the clinic environment (self treating, treating children, treating away on holidays...) Challenge yourselves to make 3 posts a week.

Treating Famous Persons

- Confidentiality is paramount. If you are going to photograph or use them in any marketing you must get this in writing from them or get their approval. Once approval is granted. Being able to relate stories of famous people using Scenar also helps generate credibility with the general public
- Some well known Scenar Clients: Sam Thaiday, Melissa Gorman, Julie Macdonald, Christian Sprenger, Craig Burns (Commonwealth Games) Nikola Bojic (High Jumper)
- Well Known Organizations: Reds Players, Paramatta Eels, Australian Athletics Race Walkers (2014 China)

Local Media & Training

- Editorials - Get in touch with local Newspapers, Magazines, or Newsletters in your area.
- Home User Training - Educate your buyers how to use their Scenar devices.
- One on one training or assistance. Use the manual provided .
- Small group classes of 2 +
- Couples Treatment & Training - Get them in together and get them treating each other. Charge them for an hour and half appointment, or add a little bit more.
- Tap into a training class others are already running, or team up to share resources – The Body Specialist is happy to offer a small commission for anyone sending people to my classes.
- Highlight the use of Scenar electrodes at these classes. They WANT to learn how to treat themselves. These products make their experiences and results better and make you a little extra \$\$.

Russian technology aids holistic healing

THE Body Specialist owner Sally Dymond uses and teaches the use of a small and relatively inexpensive Russian device to manage pain.

Ms Dymond said Scenar was a revolutionary device used to facilitate functional restoration and improve pain associated with surgery, trauma, musculoskeletal problems, burns and dental problems.

"It is used extensively throughout Russia and Europe and is a leader in electrotherapeutic real time feedback," Ms Dymond said.

"This therapy works on two physiological principles: that the body has its own healing capabilities and that it is continually employing processes of self regulation to maintain health."

The device is available for personal use and can assist in reducing trauma and speed up rehabilitation.



REVOLUTIONARY DEVICE: Sally Dymond from The Body Specialist with her Scenar devices.

During the three-hour home user course, Ms Dymond said she would teach clients how to use the device effectively to gain maximum benefit.

The massage therapist and acupuncturist has worked in the health industry for 20 years and operates from a home office at Newport.

The Body Specialist's clientele has included athletes from the Brisbane Broncos and previously from the Santos NBL Basketball and San Francisco 49ers NFL football teams.

To learn more about Scenar, visit thebodyspecialist.com.au or phone 0418 793 427

Sport Events / Markets / Exhibitions

- If you can get some exposure at a sports event, do it. Remember Scenars on Bodies is what sells SCENAR.
- Increasing awareness of the RITM SCENAR brand must be done. We want people to start to identify with RITM SCENAR. This logo must be displayed alongside your logo. This gives the product credibility and gives the buyer confidence that it is the genuine product.
- Direct Mail - flyers in mail boxes, doctors offices, pharmacies, hair dressers. Direct mail as mail drops or newspaper inserts.
- Direct Contact in public. Be open and prepared to discuss what you do with people as you go about your daily business around town. You never know where you will meet an interested person: The Post Office, the Garden Centre, the Farmers Market. If you keep a Scenar on you, and you have the skill and confidence to get an immediate result, you can often generate a new client on the spot.

Scenar Research

- Although much research has been done in Russia during past 30 years, none of them are peer reviewed or placebo controlled and therefore are not considered valid for Western Medicine standards and practices.
- There is potential for research programs in the near future in USA as Scenar gains wider acceptance and adoption. The Medical establishment will not want to be left behind as this happens.

- DR LESLIE GRANT OF THE UNIVERSITY OF MINNESOTA

Dr.Grant has been privately engaged to conduct a clinical validation study of the Company's RITMSCENAR Devices for postoperative pain and to assist in the accelerated healing and rehabilitation following arthroplastic knee surgery

- Boston University.
“Research on SCENAR-therapy for Post-Traumatic Stress Disorder is planned”





Summary results for SCENAR Russian Medical Technology Device

National Institute For Holistic Addiction Studies (NIFHAS), USA
Written by Siobhan A. Morse, MHSA, CRC with the National Institute For Holistic Addiction Studies (www.nifhas.com), John J. Giordano, MAC, CAP, CCJS, PhD (Hon) with G & G Holistic Addiction Treatment, Inc. (www.holisticdrugrehab.com), and Christine Fuchs, LMT and Arthur Anderson, DOM with the Holistic Healing Center (www.holistichealing.com) SCENAR results from G & G Holistic Addiction Treatment, Inc. (www.holisticdrugrehab.com), and Christine Fuchs, LMT and Arthur Anderson, DOM with the Holistic Healing Center (www.holistichealing.com)

Conclusions

- Be Passionate..
- Be focused and have an intention to show how owning a scenar will help everyone.
- Love your clients, take care of them tell them what to do and how to do it. They came to you for help.

New Distribution Policy in USA

- The Distributor must comply with the Pricing Policy for Minimum end user prices
- The Distributor is responsible for the implementation of these conditions to all their sub-distributors, resellers and agents;
- Experience as a SCENAR Practitioners (complete an RITM OKB approved Scenar Level -I)
- Undertake and maintain membership of **SPANNA**

Create and maintain a distributor web site with at least one page relevant to promoting and selling RITM SCENAR devices (ensuring compliance with FDA and FTC)

Provide education and ongoing support to Personal Device Users.

Education and Support may be charged as a 'fee for service' or be provided on a complimentary basis (at the discretion of the individual Distributor).

Register all device sales on the *RITMSCENAROKB* website within the Warranty Activation page within one (1) week of the device being sold.

Undertake cost-effective marketing activities on a regular basis (at least every quarter)



The Distributor must collect and keep on file contact information of end users of SCENAR® devices linked with device serial number and provide this information to related RITMSCENAROKB Inc. representative on request;

This is warranty registration but also serves as a d

- Please register all sold device at our web site:

<http://www.ritmscenarokb.com./distributors-section/>

atabase of clients in case of an adverse event.

FTC and FDA Compliance

- **FDA Compliance**
- RITMSCENAR Devices are Class II medical devices
 - SCENAR® products are regulated as Transcutaneous Electrical Nerve Stimulation (TENS) Devices, which are designated as Class II devices by regulation (21 C.F.R. § 882.5890). Under FDA's tiered device classification system, Class II devices, unless exempt, must be cleared through FDA's 510(k) process, meaning that the device manufacturer must submit a 510(k) application and FDA must find that the device is "substantially equivalent" to a device already on the market in order for the manufacturer to legally introduce the device into commerce (21 U.S.C. § 360(K); 21 C.F.R. § 807.92). Once a TENS device is cleared by FDA, any claims made about the device must comport with its cleared indications for use. For TENS devices, this is usually limited to pain relief.

Quoted from Michael Werner; Partner Holland Knight law firm ; Washington DC

FTC and FDA Compliance

FTC Compliance

- 1. Typicality. Are the claimed results typical of the device or treatment? And, if not, are particular and unique circumstances clearly stated?
- 2. Up datedness. Do testimonials or expert statements continue to reflect the opinion of the speaker?
- 3. Material Relationships. Does the website clearly disclose any material relationship between the speaker and website? To the extent the disclosure may be through hyperlinks, are the hyperlinks clearly identified and do they take the reader directly to the relevant disclaimer/disclosure?
- 4. Expert or Celebrity Testimonials. Do these reflect the speaker's current views? If the expert refers to studies, are these studies sufficient to support the expert in an area of the expert's expertise?
- 5. Substantiation. Are supporting studies sufficient? Are experts' statements based on sufficient studies? If the studies were based on a different version of the device than that being sold, is that stated and relevant comments appropriately updated?

CPT Coding – Insurance Billing TENS

- Where therapy is applied in the handheld mode (manual application thereby requiring constant attendance) the correct code according to AMA CPT coding principles is CPT 97032. Where self-sticking pads are used such that the therapy is not delivered manually (hand held) and where constant attendance is therefore not required, CPT 97014 is the appropriate code.

Insurance Reimbursement

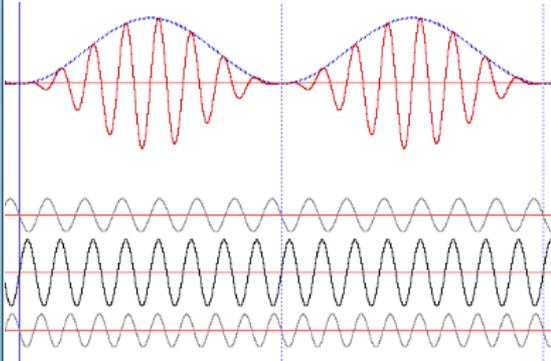
- Many insurance companies will reimburse for RITMSCENAR products. The amount covered would depend on the individual policy and may vary from company to company.
- RITMSCENAR OKB, Inc. does not process insurance claims; the patient will have to file the appropriate paperwork with their individual insurance carrier.
- RITMSCENAR products are prescription devices in the US.
- Reimbursement available for the RITM OKB's devices under the TENS category In the US.

Differences between SCENAR and other Electrotherapy - Summary

- Treat at any stage of inflammatory cycle
- Treat at any location
- Stimulates A(δ) and C fibres
- Auto-Changing Impulse
- Excellent Pain Relief
- Scans for Treatment Areas
- Indicates when treatment complete
- Relieve pain in just minutes and lasts up to 12 hours or longer.

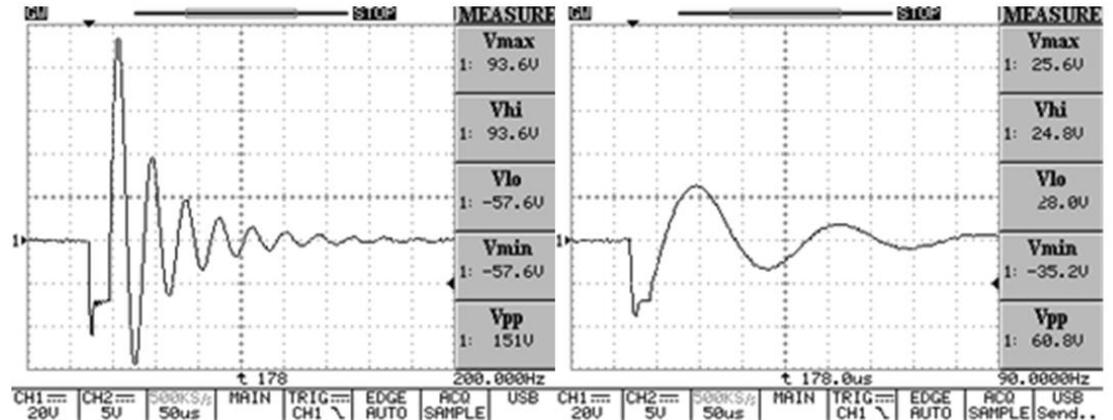
RITM SCENAR is superior to TENS (Transcutaneous Electrical Neuro Stimulation)

TENS SIGNAL



Pic 1-Scenar Wave Form before it touches the skin

Pic 2-Scenar Wave Form once it has contacted the skin.



SCENAR is an acronym for Self Controlled Energo Neuro Adaptive Regulator.

SC – Self Controlled The RITM SCENAR device establishes a biofeedback link with the body when in use, constantly changing the properties of the applied electrical impulses, depending on the measured reactions of the body.

EN - Energo-Neuro The effect of RITM SCENAR is based on electric impulses of a specific shape; patterned after the natural neural responses of the human body, following RITM SCENAR stimulation.

AR - Adaptive Regulator The RITM SCENAR device not only provides direct therapeutic effect, but it also activates the natural defenses of the body via the release of pain relieving neuropeptides. The effect is achieved through the stimulation of what is known as reflective zones on the skin's surface.

Overall, RITM SCENAR is an effective, **non-invasive** electro neuromodulation technology, which works by stimulating the body's inherent self-healing mechanisms. Its direct effect is several times stronger than other physiotherapeutic devices, with no undesirable side effects.

SCENAR-therapy

1. Biocontrolled electrotherapy, with bipolar electric pulses of a complex shape and very short duration.
2. Biological control is realized via the multiparameter feedback with the patient's tissues that lie in the interelectrode space.
3. Biofeedback in the methodological treatment pattern (patient-device-operator) by subjective and objective parameters.

COMPETITION

- Senergy Medical Group: **Tennant Biomodulator® PLUS, Tennant Biomodulator® PRO,-**
- Neuro Resource Group (NRG): **InterX® products** - (5002 and Professional Sport)
- Avazzia, Inc. **Avazzia products**

“Copycat” versions of RITM SCENAR

-Lack the precise algorithms and hand tuning associated with RITM SCENAR.

-RITM SCENAR is the genuine and dominant brand within the non--invasive electro--neuromodulating device space

Trainer's Certification

- **RITM OKB goal is to encourage SCENAR Practitioners to get more involved in training**
- **New Certification for Trainers**
- **Three levels of Trainer's Certifications:**
 - **Trainers who can train Distributors**
 - **Trainers who can train Practitioners**
 - **Trainers who can train Doctors**



Quality control

- Stricter quality control procedure at RITM OKB

Troubleshooting Home devices

Complaint	Possible Cause:	Prevention/Tests/Troubleshooting
<p data-bbox="123 244 413 295">The device is switching OFF during treatment</p> <p data-bbox="123 334 243 353">See NOTE 1</p>	<ol data-bbox="465 244 1166 940" style="list-style-type: none"><li data-bbox="465 244 1166 336">1. If there are no beeps when switching off then most likely the battery springs are bent causing intermittent battery contact – see next Fault for more information.<li data-bbox="465 345 1166 940">2. If the device makes series of beeps before switching OFF:<ol data-bbox="562 412 1166 940" style="list-style-type: none"><li data-bbox="562 412 1166 504">a. the area of the skin that is treated is too dry and the device cannot measure the skin reaction and switches off.<li data-bbox="562 612 1166 636">b. The device is used with a faulty electrode<li data-bbox="562 681 1166 773">c. The device is not firmly pressed to the skin and there is no contact between both electrodes and the skin.<li data-bbox="562 912 1166 936">d. not applying enough pressure during treatment.	<p data-bbox="1192 244 1785 268">Pull out the springs to assure good battery contact</p> <p data-bbox="1192 412 1804 537">Wipe the treated area with a cloth moistened with water and wait a couple of minutes. Test the device in Dose Mode at least 2 minutes. If the device does not switch off, it works OK. Otherwise see b, c and d.</p> <p data-bbox="1192 579 1678 603">Test the device with the built in electrode.</p> <p data-bbox="1192 646 1798 803">Both electrodes (active and passive) have to have firm contact with the skin. When treating with wrong angle causing skin contact only to one of the electrodes, the device is unable to scan and therefore switches off in one minute.</p> <p data-bbox="1192 880 1769 971">The operator needs to apply firm (but not painful) contact with the skin, otherwise the device can't scan the skin and switches off.</p>

Troubleshooting Home devices

Complaint	Possible Cause:	Prevention/Tests/Troubleshooting
Device freezes and can't be turned OFF	<ol style="list-style-type: none">1. Poor quality or discharged battery.2. Device is faulty.	Replace the battery and reset the device. If the problem persists, return to RITMSCENAR OKB, Inc for repair.
Sport D – blank screen	<ol style="list-style-type: none">1. Needs a reset2. Device is faulty.	Reset the device. If the problem persists, return to RITMSCENAR OKB, Inc for repair.
Sport D – skin contact always ON	<ol style="list-style-type: none">1. Device is faulty.	Return to RITMSCENAR OKB, Inc for repair
Very low energy level	<ol style="list-style-type: none">1. Battery is discharged.	Replace the battery and reset the device
Odd symbols on the LCD	<ol style="list-style-type: none">1. Battery is discharged or faulty.	Replace the battery and reset the device
The device does not make any sounds	The sound is switched OFF.	To switch it back ON, press Arrow and + buttons simultaneously for couple of seconds or reset the device
The Device is constantly beeping	Battery is discharged.	Replace the battery and reset the device.

Troubleshooting Home devices

Complaint	Possible Cause:	Prevention/Tests/Troubleshooting
The battery doesn't last long	<ol style="list-style-type: none">1. Treating intensively with high power and/or high frequencies2. Using poor quality batteries3. Device is faulty	Normally the battery should last 20-30 hours in basic mode with average power level. Always use good brand batteries such as Duracell, Toshiba, Energizer, etc
No energy on the electrode	<ol style="list-style-type: none">1. Battery is discharged.2. Device is faulty – transformer wires snapped.	Replace the battery and reset the device. If there are sound and LED/display indications, but no energy, return to RITM Australia for repair.
Cracks around the build-in electrode	<ol style="list-style-type: none">1. Device aging.2. The device have been dropped.	If the device is under warranty and there are no signs of physical impact, the casing will be replaced under warranty.
The build-in electrode has changed its colour - matt or rough	<ol style="list-style-type: none">1. Device aging.2. The device hasn't been cleaned with alcohol wipe before and after treatment.	Clean the built-in electrode and add-on electrodes before and after every treatment.

Troubleshooting Pro devices

Complaint	Possible Cause:	Prevention/Tests/Troubleshooting
The device is switching OFF during treatment	<ol style="list-style-type: none">1. If there is no long beep when switching off then most likely the battery springs are bent causing intermittent battery contact – see next Fault for more information.2. If the device makes a long beep and then switches off (stand by mode) possible reasons can be: treating dry skin, not applying enough pressure, treating with incorrect angle or using a faulty electrode.	<p>Pull out the springs to assure good battery contact</p> <p>Switch OFF the AOFF (Auto switch Off) in Service Menu. Test the device without add-on electrode. If the problem persists return the device to RITMSCENAR OKB, Inc .</p>
Battery indicator is empty although brand new batteries have been placed	<ol style="list-style-type: none">1. One of the batteries is placed with incorrect orientation (+ to + or – to -) – older firmware versions.	Check the battery orientation
Energy up to 60-70 can't be felt	<ol style="list-style-type: none">1. One of the batteries is placed with incorrect orientation (+ to + or – to -) older firmware versions.	Check the battery orientation

Troubleshooting Pro devices

Complaint	Possible Cause:	Prevention/Tests/Troubleshooting
There is a battery leakage	<ol style="list-style-type: none">1. One or two of the batteries are placed with incorrect orientation (+ to + or – to -)2. Charged and partially discharged batteries are mixed in the device	<p>Check the battery orientation</p> <p>Do not mix different brands or charged and discharged batteries. Use good brands batteries 4 from one batch.</p>
There is no skin contact	Device needs servicing	Return the device to RITMSCENAR OKB, Inc .
Device is rattling	Device needs servicing	Return the device to RITMSCENAR OKB, Inc .
The build-in electrode has changed its colour - matt or rough	<ol style="list-style-type: none">1. Device aging.2. The device hasn't been cleaned with alcohol wipe before and after treatment.	Clean the built-in electrode and add-on electrodes before and after every treatment.
The battery doesn't last long	<ol style="list-style-type: none">1. Treating intensively with high power and/or high frequencies2. Using poor quality batteries3. Device is faulty	<p>Normally the battery should last 20-25 hours in basic mode with average power level.</p> <p>Always use good brand batteries such as Duracell, Toshiba, Energizer, etc</p>