

## Pain Reliever HeatTens (HV-F311-E)

- Pain Reliever. Instruction Manual.
- Appareil anti-douleur. Mode d'emploi.
- Schmerztherapiegerät. Gebrauchsanweisung.
- Dispositivo per il trattamento del dolore. Manuale di istruzioni.
- Dispositivo para alivio del dolor. Manual de instrucciones.
- Apparaat ter verlichting van pijn. Gebruiksaanwijzing.
- Электронейромиостимулятор для обезболивания.  
Руководство по эксплуатации.
- Ağrı Giderici. Kullanım Kılavuzu.

• وحدة تخفيف الألم. دليل التعليمات.

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## Introduction

Thank you for purchasing the OMRON HeatTens.

In order to use the unit safely, read the complete manual carefully before using the unit for the first time.

Keep this instruction manual in a convenient place or store with the unit for future reference.

This box contains the following components:

- Main Unit
- 2 Pairs of Gels
- Cord with Pads
- Instruction Manual
- Pad Holder
- AC Adapter

### How does TENS and HEAT work?

Physical therapists have been using the combination of heat and TENS for decades. The HEAT warms and relaxes the muscle for soothing relief while improving the blood circulation. TENS provides pain relief and has a triple effect:

1. Blocks the pain message towards the brain.
2. Increases the production of the body's natural pain killer, such as endorphins.

3. Improves the blood circulation (as result of repeated muscle contracting and relaxing).

### Intended Use

#### Medical purpose

OMRON HeatTens is a Pain Reliever intended for reducing and relieving muscles and joints pain, stiffness and numbness in the back, arms, legs, shoulders and feet by applying electrical nerve stimulation to the surface of the skin near the site of the pain. The HeatTens offers both soothing heat and relieves pain using TENS technology. It should be applied to normal, healthy, dry, and clean skin of adult patients.

Any of the modes can safely be used on body parts or pains described in this manual. Just find one that feels good and is comfortable on your pain. It can be successfully used in conjunction with any other pain treatment or medication.

## Introduction

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Since the 1970s, pain relief based on TENS has been widely used by many healthcare professionals, such as physiotherapists and pain specialists.

### **Intended User**

This unit is intended to be operated by adults who can understand this instruction manual. It is intended for home use.

## Important Safety Precautions and Warnings



It is important that you read all the warnings and precautions included in this instruction manual because they are intended to keep you safe, prevent injury and avoid a situation that could result in damage to the unit.

### SAFETY SYMBOLS USED IN THIS INSTRUCTION MANUAL

#### **DANGER**

Improper use may cause danger resulting in death or serious injury. These are situations in which the unit should not be used.

#### **WARNING**


Indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.

#### **CAUTION**

Indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury to the user or patient or damage to the equipment or other property.

### **DANGER**

#### **Do not use this unit with these other devices:**

- If you have a pacemaker, implanted defibrillator, or other implanted metallic or electronic device. Such use could cause electric shock, burns, electrical interference or death. 
- Together with another TENS device.
- Together with a life-supporting medical electronic device such as an artificial heart or lung or respirator.
- For Hospitals and Clinics, in the presence of or when attached to the body, electronic monitoring equipment (e.g. cardiac monitors, ECG alarms), which may not operate properly when the electrical stimulation device is in use.
- For Hospitals and Clinics, simultaneous connection of a patient to a high frequency surgical Medical Electronic equipment may result in burns at the site of the stimulator electrodes and possible damage to the stimulator.

## Important Safety Precautions and Warnings

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- For Hospitals and Clinics, operation in close proximity (e.g. 1 m) to a shortwave or microwave therapy Medical Electronic equipment may produce instability to the stimulator output.






### **Consult with your healthcare professional before using this unit under these conditions.**



- ⚠ The unit may cause lethal rhythm disturbances in certain susceptible individuals. If you have had a recent surgical procedure, the stimulation may disrupt the healing process.
- ⚠ If you have had medical or physical treatment for your pain.
- ⚠ If you have suspected or diagnosed heart disease or epilepsy.

### **Do not use on these individuals**

- ⚠ Pregnant women.
- ⚠ Do not use on children under 15 years old because this unit has not been evaluated for pediatric use.
- ⚠ Keep out of the reach of young children. The electrode cord could cause strangulation and the unit contains small pieces that may be swallowed.
- ⚠ Persons incapable of expressing their thoughts or intentions.
- ⚠ Persons incapable of operating the unit by themselves.
- ⚠ Use caution if you have a tendency to bleed internally, such as following an injury or fracture.

**⚠ NEVER APPLY THE PADS TO THESE BODY AREAS:**

	The head, the mouth, or any area of the face.
	The neck or any area of the throat because this could cause severe muscle spasms resulting in closure of the airway, difficulty in breathing, or adverse effects on heart rhythm or blood pressure.
	Do not use near the heart, or on genital area.
	Both sides of the thorax simultaneously (lateral or front and back), or across your chest
	because the introduction of electrical current may cause rhythm disturbances which could be lethal.

	On both legs at the same time because this may cause cardiac disturbance.
	On the bottom of both feet at the same time because this may cause cardiac disturbance.

Open wounds or rashes or over swollen, red, infected or inflamed areas or skin eruptions (such as varicose veins, phlebitis, thrombophlebitis and thrombosis), or on top of or close to cancerous lesions, or over areas of skin that lack normal sensation.

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**Do not use this unit during these activities**

- ⚠ When in the bath or shower;
- ⚠ While sleeping;
- ⚠ While driving, operating machinery, or during any activity in which electrical stimulation can put you at risk of injury.
- ⚠ While exercising or sweating.

## Important Safety Precautions and Warnings

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### Warnings while using the unit

- ⚠ Do not use this unit on or near any other heating device, heating element.
- ⚠ Do not use this unit under a blanket.
- ⚠ Do not use heat on any muscle or joint which has swelling or edema. It may worsen the pain or condition.
- ⚠ Do not use on sensitive skin areas or in the areas with poor blood circulation.
- ⚠ Do not use heat function if you are a patient with a lack of temperature sensation.
- ⚠ If used on the elderly, use caution due to more sensitivity of the skin.
- ⚠ If the product feels too hot, stop use immediately.
- ⚠ Do not plug the cord with pads into any other device that is not a HeatTens.
- ⚠ Do not modify this unit.
- ⚠ Use this unit only with OMRON supplied AC Adapter, cord and accessories.
- ⚠ If your pain does not improve, becomes seriously chronic or severe, or continues for more than 5 days, stop using the unit.

- ⚠ Pain is a warning from the body that something is wrong.
- ⚠ If you experience adverse reactions from the unit, stop using it.

### Warnings regarding the pads

- ⚠ Apply pads only to normal, intact, clean, healthy skin.
- ⚠ If you experience any skin irritation or redness after a session, do not continue stimulation in that area of the skin.
- ⚠ The pads can only be used with OMRON gels.
- ⚠ The pad with gel should not come in contact with any liquid during therapy.
- ⚠ Replace the cord with pads when broken or damaged.

### Precautions regarding the pads

- ⚠ Do not move the pads to another location while the unit is on.
- ⚠ Make sure the components are connected well and the pads are fixed on the part of the body you wish to treat or the therapy may not be effective.

- ⚠ Pads should not touch any metal object, such as a belt buckle, necklace, or other metal worn under clothing.
- ⚠ Do not share pads with another person. This may cause a skin irritation or infection. Pads are intended for use by one person.
- ⚠ Do not leave pads attached to the skin after treatment.
- ⚠ Do not bend or fold the pads because the pad with gels may get damaged and it won't stick or function properly.
- ⚠ To avoid damage to the adhesive surface of the pads, put the pads only on the skin or on the plastic pad holder provided.
- ⚠ Always place clean pads in accordance with illustrations provided (Refer to pages 17-19, Pad Placement).
- ⚠ Do not apply ointment or any solvent to the pads or to your skin because it will disrupt the pads from functioning properly.

- ⚠ The pads do not work correctly without the gels. For safety and effectiveness, they must be used together.

### **Caution while using the unit**

#### **Main unit**

- ⚠ Use caution if stimulation is applied over the menstruating uterus.
- ⚠ If the unit is not functioning properly or you feel discomfort, immediately stop using the unit.
- ⚠ Do not use for any other purpose except for what it is intended for.
- ⚠ Do not place in a room with high humidity, such as a bathroom. This will damage the unit.
- ⚠ Do not use the unit without proper lighting. You may not be able to operate the unit successfully.
- ⚠ While using this device, make sure that no mobile phone or any other electrical devices that emit electromagnetic fields is within 30cm. This may result in degradation of performance of the device.

## Important Safety Precautions and Warnings

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### **Cord**

- ⚠ Do not insert the cord plug into any place other than the jack on the unit.
- ⚠ Do not pull on the cord during treatment. Do not bend or pull the end of the cord.
- ⚠ When pulling out the cord from the unit, hold the plug and pull.

### **General precautions**

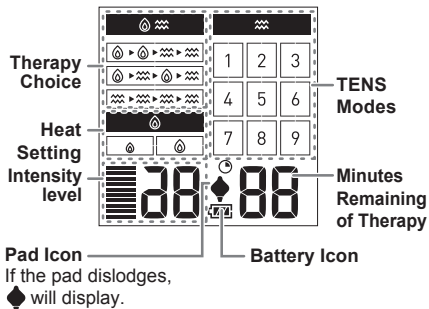
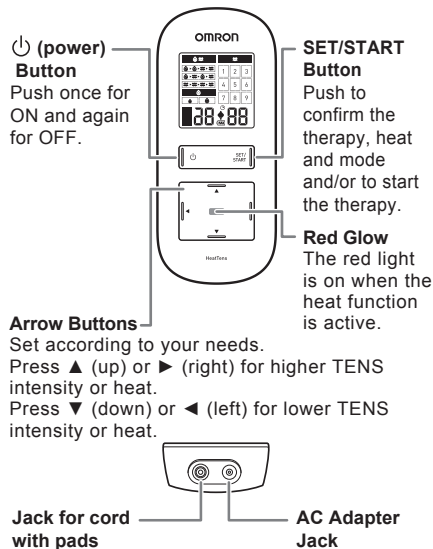
- ⚠ The long-term effects of electrical stimulation are unknown.
- ⚠ TENS is not effective in treating the original source or cause of the pain, including headache.
- ⚠ TENS is not a substitute for pain medications and other pain management therapies.
- ⚠ TENS is a symptomatic treatment and, as such, suppresses the sensation of pain that would otherwise serve as a protective mechanism.

### **Possible adverse reactions**

- ⚠ Do not use to treat one region for extended periods of time (more than one 30 minutes a session, up to 3 times/day). Muscles in that region may become exhausted and sore.



## Buttons and Their Functions



## Inspect Unit and Charge Battery

Before using, check that:

1. The cord is not broken.
2. The gels are not damaged.
3. The connection between cord and pad is not damaged.
4. The unit is intact.

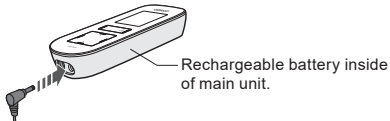
### Before first time use:

We recommend charging the battery to a full 100% charge. It takes about 5 hours to charge once battery is empty.

Once fully charged, the battery will last for 4 times 30 minutes uses on average.

**Note:** If you have not used it for 3 months, recharge it.

### STEP 1 – Connect the AC Adapter to the Jack on the Unit




### STEP 2 – Insert the Power Plug into an Outlet



- When charging the battery, the battery icon blinks on the display.

Charging







- When fully charged, the battery icon will display shortly on the display, then power off. Press the  (power) button to see if the battery is fully charged.

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### Battery Icon

**Note:** While the battery is charging, the main unit does not work.

Display	Contents
	Battery charge is full.
	Battery charge is half.
	Battery is close to low.
	Battery is depleted.

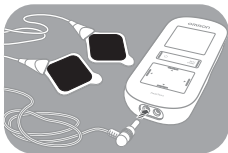
### STEP 3 – Unplug Power Plug Once the Battery is Fully Charged



## Assembly Steps

### STEP 1 – Prepare Pads

Put the jack into the bottom left side of the main unit.



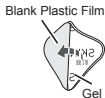
**Note:** Do not turn the unit on, until pads are on your skin.

### STEP 2 – Place Gels onto the Pads

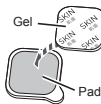
- Remove the gels from the sealed plastic bag.

**Note:** Each gel has a film on each side of the gel. One film is blank (without text) the other side has text (“SKIN”).

- Remove the blank plastic film.



- Place the gels onto the black side of the pads.



**Note:** Make sure the gel lays evenly and securely with no bubbles, bending or missing pieces.

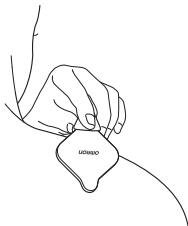
## Assembly Steps

- The gel should read “SKIN” on top. Remove the “SKIN” side’s plastic film and place the pads onto the skin.



### STEP 3 – Attach the Pads to the Body

Clean and dry the applicable skin area so it is free of all lotions/oils/sweat/ointment. Make sure that pads stick to the skin.



**Note:** Please refer to next chapter for pad placement.

### For optimal therapy:

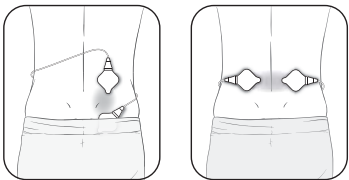
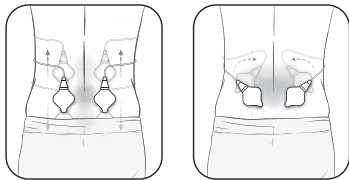
- ⚠ Place pads on either side of the pain, not directly on the pain.
- ⚠ Place pads at least 2.5 cm apart for optimal results.
- ⚠ For therapy to work: always use two pads.
- ⚠ Do not overlap pads or put on top of each other.

**Note:** Unplug the AC Adapter when using the unit.

## Get Started with Your Therapy

### STEP 1 – Pad Placement

Clean and dry the proper area so it is free of all lotions/oils/sweat/ointment.



#### LOWER BACK

Attach both pads on the lower back according to your pain. Place pads on muscle of the back, not on spine, for optimal therapy.



#### LOWER BACK

Attach 1 pad below and above the region in pain, both on same side.



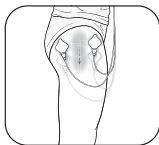
#### ARM

Attach both pads on either side of the area with pain.



#### JOINT (ELBOW)

Attach both pads on either side of the joint with pain.

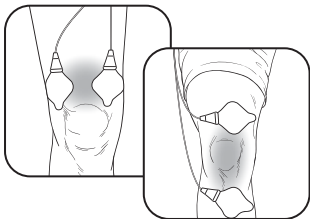


#### LEG (HIP & THIGH)

Attach both pads on either side of the area with pain.

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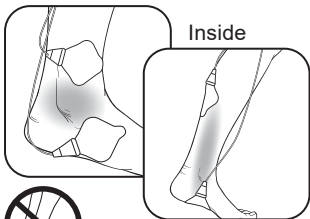
## STEP 1 – Pad Placement



**JOINT  
(KNEE)**

Attach both pads above the knee or above and below the joint with pain.

Outside

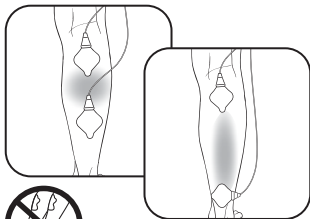


Inside

**FOOT  
(ANKLE)**

Attach the pads on the left for pain on the outside of your ankle/foot. Attach the pads on the right for pain on the inside of your ankle/foot.

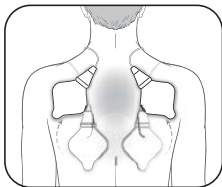
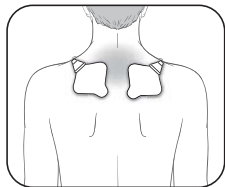
**⚠ Do not put the pads on the bottom of both feet at the same time.**



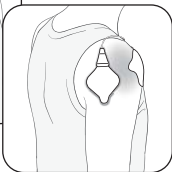
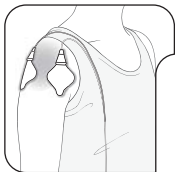
**LEG  
(CALF)**

Attach both pads on the calf with pain.

**⚠ Pads should not be placed simultaneously on the calves of both legs.**

**STEP 1 – Pad Placement****SHOULDER**

Attach both pads on the shoulder according to your pain.




**SHOULDER**

Attach 1 pad on the front and on the back of your shoulder.



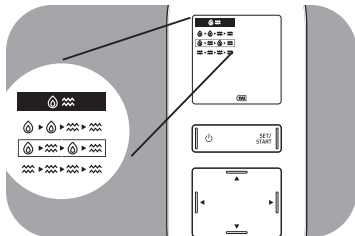
**⚠ Do not use near the heart, on both sides of the thorax or across your chest because the introduction of electrical current may cause rhythm disturbances which could be lethal.**

## STEP 2 – Pick your Preferred Therapy

Push  (power) button to turn on. Select 1 out of 3 therapies using the   (up/down) arrow buttons. Next, push SET/START to confirm therapy.

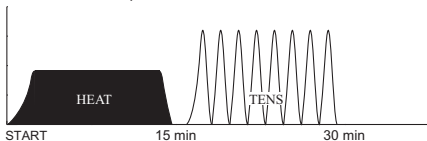
**Note: All therapies automatically stop after 30 minutes.**  
**To change therapies, turn main unit OFF, then ON again.**

### Three Therapies Available



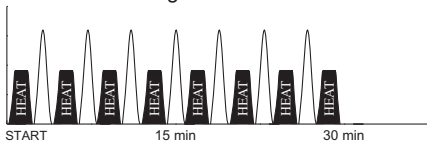
### Therapy

-Heat 15 min, TENS 15 min



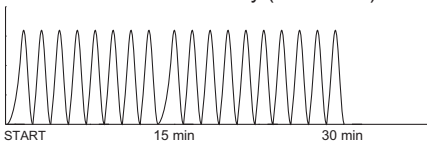
### Therapy

-Short sessions of HEAT / TENS/ HEAT / TENS alternating for 30 min.







 Therapy

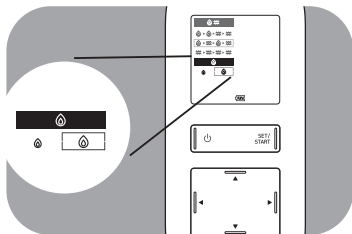
-Electrical Stimulation only (for 30 min).





### STEP 3 – Pick Heat Setting


Select Heat  (Low) or  (High) using the   (left/right) arrow buttons. Next, push SET/START to confirm heat setting.

**Note: Heat setting applies only to**    /    Therapies.

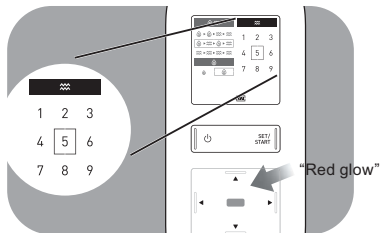


**Note: Heat  (Low): 42 °C**  
**Heat  (High): 43 °C**  
 Actual temperature that is experienced/felt may vary due to skin condition, age, location of pain and more.

### STEP 4 – Pick 1 out of 9 TENS Modes

Select a  (TENS Mode) using the 4 arrow buttons. Next, push SET/START to confirm the TENS mode.

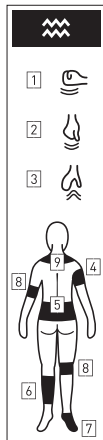
**Note:**   &   therapies begin with “HEAT”. Red glow is visible when the heat function is on.



### How to select the right TENS mode

Any of the modes can be used on body parts or pains described in this manual. Select the mode that feels comfortable for your pain.

**Note:** See side of unit for easy reference of operation.



## STEP 4 – Pick 1 of 9 Modes



Therapies designed for	Potential conditions	Sensation
<b>Mode 1 - Tap</b>	Stiffness, soreness, tight feeling.	Series of low rate tapping sensations.
<b>Mode 2 - Knead</b>	Stiffness, sore or achy, knotty muscles, tight feeling.	Series of medium rate pulsing sensations to mimic massage.
<b>Mode 3 - Rub</b>	Stiffness, sore or achy, knotty muscles, tight feeling.	Series of high rate pulsing sensations to mimic hands rubbing.
<b>Mode 4 - Arm</b>	Swelling, stiffness, sore or achy, muscle or nerve pain.	Series of low to medium rate tapping, tingling and pulsing sensations.

## STEP 4 – Pick 1 of 9 Modes



Therapies designed for	Potential conditions	Sensation
<b>Mode 5 - Lower Back</b>	Stiffness, soreness, muscle spasm, nerve pain.	Series of high rate to low tingling sensations, followed by tapping. With higher intensity, you may feel kneading or massage-like sensations.
<b>Mode 6 - Leg</b>	Swelling, fatigue, stiffness, muscle or nerve pain.	Series of low to medium tapping and rubbing sensations.
<b>Mode 7 - Foot</b>	Swelling, fatigue, chilly feeling, sore or achy.	Series of low rate tapping, pulsing sensations.
<b>Mode 8 - Joint</b>	Swelling, stiffness, sore or achy.	Series of medium to high rate tapping, pulsing sensations.
<b>Mode 9 - Shoulder</b>	Stiffness, sore or achy, tight feeling.	Series of low to high rate tapping, pulsing, kneading and massage-like sensations.

## STEP 5 – Select the Preferred Intensity Level (1 low - 20 high)

Push SET/START to start at the lowest intensity level and slowly increase it by pushing the ▲ (up) arrow button. You should feel a gentle pulsing sensation.

When the main unit is in “TENS” stimulation, you can select the preferred intensity level.

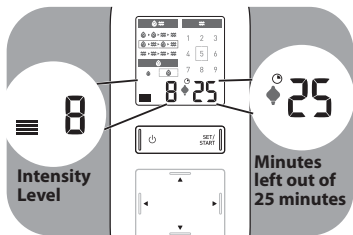
### How do I pick the right intensity level for my pain?

Select with the ▲▼ (up/down) arrow button the preferred intensity. If the stimulation sensation is too weak, increase it with ▲(up) arrow to your preference. If the stimulation feels uncomfortable, decrease with ▼(down) arrow or try a different TENS mode.

## Duration of the therapy

The unit will operate for 30 minutes before it automatically shuts off. A maximum of one 30 minute therapy per session, up to 3 times/day, is recommended.

The display shows you how many minutes are remaining.



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## How to Manage and Reduce Your Pain

### When should I start therapy?

Use as soon as your pain begins. Start with 1 session (the unit automatically turns off after 30 minutes). Turn off with pads still on the skin.

### Get to your pain early

If you get to your pain early, it may prevent the pain from becoming worse, or even chronic. It's better for you to get it under control sooner so that it does not reach a high pain threshold where it limits your daily activities.

### How long should you use it?

Start with one 30 minute session. Always turn the unit off with pads still on the skin. Rate your pain before and after the therapy to check your progress, 1 low to 10 high. Stop therapy session if pain has reduced or stopped.

**⚠ See precautions on page 10. Long-time treatment and strong stimulation may cause muscular fatigue and may generate adverse effects.**

### When to stop using the unit?

1. If you experienced an adverse reaction (skin irritation/redness/burns, headache or other painful sensation, or if you feel any unusual discomfort).
2. If your pain does not improve, becomes seriously chronic and severe, or continues for more than 5 days.

Remember, the unit does not cure original cause of the pain. It provides temporary relief or reduction of pain so that you can control your life and activities better.

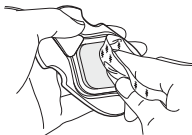
## Cleaning and Storage

The pads and the main unit can be cleaned.

**Note:** You cannot clean the gels.

### Cleaning the cord with pads

1. Remove the gel and discard before cleaning the pad.
2. When the pad have become dirty or soiled, wipe the surface with a soft cloth slightly moistened with water or a neutral detergent.
3. Do not wash the cord and pads with running water.



4. Let air dry before placing new gels onto the pads, do not use old gels.

### Cleaning the unit

1. Turn the unit off and disconnect the cord with pads from the unit.
2. Clean with a cloth lightly moistened or soaked in a neutral (mild) cleaning solution and wipe gently.
  - Do not use chemicals (like thinner, benzene).
  - Do not let water get into the internal area.

### When should you replace the gels?

If the gel no longer sticks firmly to your skin or if more than 25 % of the gel's surface is not in contact with your skin.

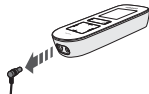
Gels are replaceable and can be purchased.

**Note:** Refer to page 11.

## Cleaning and Storage

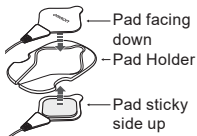
### Storing the pads with gels

1. Turn the unit off and remove the cord from the bottom of the unit.



**Note:** Otherwise, it may damage the cord.

2. Remove the pads from your body.
3. Place the pads on the pad holder, 1 pad on each side with the sticky side of each pad on the pad holder.
4. Wrap the pads with gels cord around the pad holder.



### Storing the main unit and the pads with gels



Storage temperature  
0 to +40 °C / 30 to 80 % relative  
humidity.



**For information about how to dispose of the unit, refer to section “Correct Disposal of This Product” on page 37 and to [www.omron-healthcare.com](http://www.omron-healthcare.com).**

## Troubleshooting

In case of any of the below problems occurs during use, first check that no other electrical device is within 30cm. If the problem persists, refer to the table below.



If this happens...	Possible causes...	Try this solution...
<b>The intensity is not felt.</b> <b>Very weak intensity level.</b>	Are you using only 1 pad?	Put the other pad on your skin. You must use both pads for therapy to work.
	Have you removed the transparent film from the gels?	Peel off the film on the adhesive surface of gels.
	Are the pads stacked together or do pads overlap?	Check placement of pads. Refer to "Pad Placement".
	Is the cord properly connected to the unit?	Connect the cord plug correctly into the jack at the bottom of the unit.
	Is the intensity setting too low?	Press the ▲ (up) arrow button.
	Is the gel damaged?	Replace the gel.
	The battery may not have enough charge.	Charge the battery fully.
<b>The skin turns red or feels irritated.</b>	Is the gel dirty?	Replace the gel.
	Therapy time may be too long.	Use less than 30 minutes.
	Are the 2 pads attached properly to the body?	Refer to the "Pad Placement" and attach correctly.
	Is the gel surface worn out?	Replace both gels at the same time.




## Troubleshooting

If this happens...	Possible causes...	Try this solution...
<b>Display not working.</b>	The battery may be depleted.	Recharge the battery fully.
	Is the battery properly charged?	Check if the AC Adapter is properly connected to the unit. Check if AC Adapter is connected to a power outlet.
<b>Operation stops during use.</b>	The battery charge may be extremely low.	Recharge the battery fully.
	The cord with pads may be broken.	Refer to the warranty conditions.
	Are you using only 1 pad?   (pad icon) is displayed.	Put the other pad on your skin. You must use both pads for therapy to work.
<b>Battery icon is empty or close to empty.</b>  	The battery is empty or close to empty.	Recharge the battery fully.

If this happens...	Possible causes...	Try this solution...
<p><b>The gel does not stick to skin.</b></p>	<p>Have you removed the transparent film from the gels?</p>	<p>Peel off the film on the adhesive surface of gels.</p>
	<p>Is the pad wet? Or is your skin too wet?</p>	<p>Air dry the pads. Or dry the skin.</p>
	<p>Is there any lotions/oils/sweat/ointment on skin?</p>	<p>Clean and dry skin.</p>
	<p>The gel may be damaged.</p>	<p>Replace the gel.</p>
	<p>Is there too much hair on your skin?</p>	<p>Shave the immediate area for proper pad adhesion.</p>
	<p>Were the gels stored under high temperature, high humidity, or direct sunshine?</p>	<p>Replace both gels.</p>
<p><b>The main unit or the AC Adapter is abnormally hot when charging the battery.</b></p>	<p>The main unit or the AC Adapter may be damaged.</p>	<p>Unplug the AC Adapter from the outlet and the cord plug from the main unit immediately. Refer to the warranty conditions.</p>

## Troubleshooting

If this happens...	Possible causes...	Try this solution...
 is displayed.	Only 1 pad is attached, or both pads are not attached.	Re-attach dislocated pad(s) onto the skin firmly.
	Was transparent film removed from the gel?	Peel off the film on the adhesive surface of gels.
	Is the cord properly connected to the main unit?	Connect the cord plug correctly into the jack at the bottom of the main unit.
	Is the adhesive surface of gels dirty or dry?	Replace the gels.
<b>The pads are not getting hot. The red glow in the arrow ▲▼◀▶ area is not visible.</b>	Is the cord properly connected to the unit?	Check if the cord is properly connected.
	The cords with pads may be broken.	Refer to the warranty conditions.
<b>The pads with gels are too hot on the skin and there is a burning scent.</b>	The pad with gel may be broken or bent, or the cord with pads may be short-circuited.	Stop using the unit immediately, and refer to the warranty conditions.
 <b>E1 is displayed.</b>	Is the cord properly connected to the unit?	Check if the cord is properly connected. If the error is still displayed, the cord may be broken. Refer to the warranty conditions.

If this happens...	Possible causes...	Try this solution...
 <b>E2 is displayed.</b>	The cord with pads may be short-circuited.	Stop using the unit immediately, and refer to the warranty conditions.
 <b>E3 is displayed.</b>	Device error.	The main unit may be broken. Stop using the unit immediately, and refer to the warranty conditions.
 <b>E4 is displayed.</b>	The unit is being used outside of the operating temperature.	Leave the unit within the operating temperature +10 to +40 °C for a while before use.
<b>The operating time is short, or the unit does not operate, even when the battery is fully charged.</b>	This may be due to the life of the rechargeable battery. However, the battery cannot be replaced. Please dispose of the unit.	

## Technical Data

Product Category	Electroanalgesic Transcutaneous Stimulators
Product Description	Pain Reliever
Model (code)	HeatTens (HV-F311-E)
Power Source	AC Adapter (INPUT 100V-240V~ 50Hz-60Hz, 10-15VA) Lithium-ion battery built in (3.7 V; Approx. 1510 mAh)
Battery Life	Will last for approx. 500 full charges in normal temperatures of 23 °C
Frequency	Approx. 0.7 to 108 Hz
PULSE Duration	100 µsec
Maximum Output Voltage	70 V (during 500 Ω load)
Operation Mode	Continuous operation
Power Control	20 intensity levels
Operating Temperature, Humidity, Air Pressure	+10 to +40 °C / 30 to 80 % RH (non-condensing) / 700 to 1060 hPa
Storage Temperature, Humidity, Air Pressure	0 to +40 °C / 30 to 80 % RH (non-condensing) / 700 to 1060 hPa
Temperature during battery charging	+5 to +35 °C
Transportation Temperature, Humidity, Air Pressure	-20 to +60 °C / 10 to 95 % RH (non-condensing) / 700 to 1060 hPa
Weight	Approx. 220 g

Outer Dimensions	Approx. 71 (W) × 165 (H) × 30.5 (D) mm
Package Contents	Main Unit, Cord with Pads, Pad Holder, Gels (2 pairs), Instruction Manual, AC Adapter
Classifications	Internally powered (Operating), Class II (AC Adapter), Type BF (Applied part: Gels), Device: IP22, Cord with pads: IPX1, AC adapter: IP22
Maximum temperature of the applied part	Lower than +43 °C

EN

**NOTE:** These specifications are subject to change without notice.

This OMRON product is produced under the strict quality system of OMRON HEALTHCARE Co., Ltd., Japan.



















Designed for a minimum of 5 years life expectancy except gels. Gels can be used up to 30 times.

IP classification is degrees of protection provided by enclosures in accordance with IEC 60529. The device is protected against solid foreign objects of 12.5 mm diameter and greater such as a finger, and against vertically falling water drops which may cause issues during a normal operation. The AC adapter is protected against solid foreign objects of 12.5 mm diameter and greater such as a finger, and against oblique falling water drops which may cause issues during a normal operation.

Please report to the manufacturer and the competent authority of the Member State in which you are established about any serious incident that has occurred in relation to this device.

CE0197

## Technical Data

Description of symbols that, depending on a model, can be found on the product itself, product sales package or IM			
	This product should not be used by persons with medical implants, e.g. heart pacemakers, artificial heart, lung or other electronic life support systems.		
	Applied part - Type BF Degree of protection against electric shock (leakage current)		
IP XX	Ingress protection degree provided by IEC 60529		Symbol of Eurasian Conformity
	Serial number		Need for the user to consult the instructions for use
	Indication of connector polarity		Class II equipment
	CE Marking		Temperature limitation
	Humidity limitation		Atmospheric pressure limitation
	Direct current		Alternating current
	For indoor use only		Medical device
	Date of manufacture		Unique device identifier
	Use-by-date		

## Important Information Regarding Electromagnetic Compatibility (EMC)

HV-F311-E manufactured by OMRON HEALTHCARE Co., Ltd. conforms to EN60601-1-2:2015 Electromagnetic Compatibility (EMC) standard. Further documentation in accordance with this EMC standard is available at OMRON HEALTHCARE EUROPE at the address mentioned in this instruction manual or at [www.omron-healthcare.com](http://www.omron-healthcare.com). Refer to the EMC information for HV-F311-E on the website.



### ***Correct Disposal of This Product (Waste Electrical & Electronic Equipment)***

This marking shown on the product or its literature, indicates that it should not be disposed of, with other household wastes at the end of its working life. To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate this product from other types of wastes and recycle it responsibly to promote the sustainable reuse of material resources.

Household users should contact either the retailer where they purchased this product, or their local government office, for details of where and how they can return this item for environmentally safe recycling.

Business users should contact their supplier and check the terms and conditions of the purchase contract. This product should not be mixed with other commercial wastes for disposal.

## Warranty

Thank you for buying an OMRON product. This product is constructed of high quality materials and great care has been taken in its manufacturing. It is designed to give you a high level of comfort, provided that it is properly operated and maintained as described in the instruction manual.

This product is warranted by OMRON for a period of 3 years after the date of purchase. The proper construction, workmanship and materials of this product is warranted by OMRON. During this period of warranty OMRON will, without charge for labour or parts, repair or replace the defect product or any defective parts.

**The warranty covers only products purchased in Europe, Russia and other CIS countries, Middle East and Africa.**


The warranty does not cover any of the following:

- a. Transport costs and risks of transport.
- b. Costs for repairs and / or defects resulting from repairs done by unauthorised persons.
- c. Periodic check-ups and maintenance.
- d. Failure or wear of accessories or other attachments other than the main device itself, unless explicitly warranted above.
- e. Costs arising due to non-acceptance of a claim (those will be charged for).
- f. Damages of any kind including personal caused accidentally or from misuse.

Should (warranty) service be required please apply to the dealer whom the product was purchased from or an authorised OMRON distributor. For the address refer to the product packaging / literature or to your specialised retailer. If you have difficulties in finding OMRON customer services, visit our website ([www.omron-healthcare.com](http://www.omron-healthcare.com)) for contact information.

Repair or replacement under the warranty does not give rise to any extension or renewal of the warranty period.

The warranty will be granted only if the complete product is returned together with the original invoice / cashticket issued to the consumer by the retailer. OMRON reserves the right to refuse the warranty service if any unclear information has been given.

<p><b>Manufacturer</b> <b>Fabricant</b> <b>Hersteller</b> <b>Fabricante</b></p> 	<p><b>Produttore</b> <b>Fabrikant</b> <b>Производитель</b> <b>Üretici</b> الشركة المصنعة</p>	<p><b>OMRON HEALTHCARE Co., Ltd.</b> 53, Kunotsubo, Terado-cho, Muko, KYOTO, 617-0002 JAPAN</p>
<p><b>EU-representative</b> <b>Mandataire dans l'UE</b> <b>EU-Repräsentant</b> <b>Representante en la UE</b></p> <div style="border: 1px solid black; padding: 2px; display: inline-block;"> <p><b>EC</b>   <b>REP</b></p> </div>	<p><b>Rappresentante per l'UE</b> <b>Vertegenwoordiging in de EU</b> <b>Представитель в ЕС</b> <b>AB temsilcisi</b> المندوب في الاتحاد الأوروبي</p>	<p><b>OMRON HEALTHCARE EUROPE B.V.</b> Scorpius 33, 2132 LR Hoofddorp, THE NETHERLANDS <a href="http://www.omron-healthcare.com">www.omron-healthcare.com</a></p>
<p><b>Importer in EU</b> <b>Importateur dans l'UE</b> <b>Importeur in der UE</b> <b>Importador en la UE</b></p>	<p><b>Importatore in UE</b> <b>Importeur in de EU</b> <b>Импортер в ЕС</b> <b>AB'de İthalatçı</b> المستورد في الاتحاد الأوروبي</p>	
<p><b>Production facility</b> <b>Site de production</b> <b>Produktionsstätte</b> <b>Planta de producción</b> <b>Stabilimento di produzione</b> <b>Productiefaciliteit</b> <b>Производственное подразделение</b> <b>Üretim Tesisi</b> منشأة التصنيع</p>		<p><b>OMRON DALIAN Co., Ltd.</b> No. 3, Song Jiang Road, Economic and Technical Development Zone, Dalian 116600, China</p>
<p><b>Subsidiaries</b> <b>Successales</b> <b>Niederlassungen</b> <b>Empresas filiales</b> <b>Consociate</b> <b>Dochterondernemingen</b> <b>Филиалы</b> <b>Yan Kuruluşlar</b> الشركات التابعة</p>		<p><b>OMRON HEALTHCARE UK LTD.</b> Opal Drive, Fox Milne, Milton Keynes, MK15 0DG, UK <a href="http://www.omron-healthcare.com/distributors">www.omron-healthcare.com/distributors</a></p>
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