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## INTRODUCTION

Thank you for purchasing the Omron® Pain Relief Pro™ Model PM 3031.

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.

- Register your product on-line at [www.register-omron.com](http://www.register-omron.com).
- Keep your purchase receipt as proof of purchase for warranty coverage.


The Omron® Pain Relief Pro solution is intended for the relief of pain associated with sore or aching muscles of the lower back, arms, legs, feet, or joints due to strain from exercise or normal household and work activities. It should be applied to normal, healthy, dry, clean skin of adult patients.




This box contains the following components:

- Unit
- Electrode Cords
- Two Self-Adhesive Pads
- Pad Holder
- Two AAA Batteries
- Belt Clip
- Soft Pouch
- Instruction Manual
- Quick Start Guide with Pad Placement Guide

## SAVE THESE INSTRUCTIONS


## 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	
 <b>DANGER</b>	Improper use may cause danger resulting in death or serious injury.
 <b>WARNING</b>	Indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.
 <b>CAUTION</b>	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

This unit must not be used in combination with the following medical devices:

- (1) Internally transplanted electronic medical devices, such as a pacemaker. 
- (2) Electronic life support equipment, such as respirators.
- (3) Electronic medical devices attached to the body, such as electrocardiographs.

Using this unit with other electronic medical devices may cause erroneous operation of those devices.

## IMPORTANT SAFETY PRECAUTIONS AND WARNINGS

### DO NOT USE THIS UNIT UNDER THESE CONDITIONS

- ▲ **Consult with your physician before using this unit.**  
The unit may cause lethal rhythm disturbances in certain susceptible individuals.
- ▲ **If you have a cardiac pacemaker, implanted defibrillator, or other implanted metallic or electronic device.** Such use could cause electric shock, burns, electrical interference, or death.
- ▲ **Together with a life-supporting medical electronic device** such as an artificial heart or lung or respirator.
- ▲ **In the presence of electronic monitoring equipment** (e.g., cardiac monitors, ECG alarms), which may not operate properly when the electrical stimulation device is in use.
- ▲ **On open wounds or rashes,** or over swollen, red, infected, or inflamed areas or skin eruptions (e.g., phlebitis, thrombophlebitis, varicose veins); On top of, or in proximity to, **cancerous lesions.**
- ▲ **Over areas of skin that lack normal sensation.**
- ▲ **On the opposite sides of your head** since the effects of stimulation of the brain are unknown.

- ▲ Use caution if stimulation is applied over areas of skin that lack normal sensation.
- ▲ Simultaneous connection of a PATIENT to a high frequency surgical ME EQUIPMENT may result in burns at the site of the STIMULATOR electrodes and possible damage to the STIMULATOR.
- ▲ Operation in close proximity (e.g. 1 m) to a shortwave or microwave therapy ME EQUIPMENT may produce instability in the STIMULATOR output.

### DO NOT USE ON THESE INDIVIDUALS

- ▲ **Pregnant women,** because the safety of electrical stimulation during pregnancy has not been established.
- ▲ **Children or infants,** because the unit has not been evaluated for pediatric use.
- ▲ **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.

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## IMPORTANT SAFETY PRECAUTIONS AND WARNINGS

- ▲ Consult with your physician prior to using the unit after a recent surgical procedure, because stimulation may disrupt the healing process.
- ▲ Use caution if stimulation is applied over the menstruating or pregnant uterus.
- ▲ **Keep unit out of the reach of young children.** The electrode cord can cause strangulation.

### 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.

### ▲ NEVER APPLY THE PADS TO:

	The head or any area of the face.		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.
	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, above from the neck, the head, mouth, genital area.

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## IMPORTANT SAFETY PRECAUTIONS AND WARNINGS

### PAIN MANAGEMENT WARNINGS

- ▲ If you have had medical or physical treatment for your **pain,** **consult with your physician** before using this unit.
- ▲ If your pain does not improve, becomes seriously chronic or severe, or continues for **more than five days,** stop using the unit and **consult with your physician.**
- ▲ The mere existence of pain functions as a very important warning telling us that something is wrong. Therefore, if you suffer from any serious illness, **consult your physician** in order to confirm that it is advisable for you to use this Pain Relief Pro unit.

### WARNINGS WHILE USING UNIT

- ▲ Do not use another TENS device with this product simultaneously.
- ▲ Do not plug this cord into any other device that is not an Omron PM 3031.
- ▲ No modification of this unit is allowed.

### WARNINGS AND PRECAUTIONS REGARDING THE PADS

- ▲ **Apply pads to normal, healthy, dry, clean skin (of adult patients)** because it may otherwise disrupt the healing process.
- ▲ **If you experience any skin irritation or redness** after a session, do not continue stimulation in that area of the skin.
- ▲ **Do not bend or fold** because the pad may not function properly. Store on either side of the plastic pad holder when not in use.
- ▲ **Do not apply ointment or any solvent** to the pads or to your skin because it will disrupt the pads from functioning properly. The self-adhesive pads will adhere to your skin.
- ▲ To avoid damage to the adhesive surface of the pads, **put the pads only on the skin or on the plastic pad holder provided to avoid damage to the adhesive surface of the pads.**
- ▲ **Place the pads at least 1 inch apart** on your skin. The pads should never touch each other.
- ▲ **Always place clean pads in accordance with illustrations** provided (Refer to pages 16-18, Pad Placement).

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## IMPORTANT SAFETY PRECAUTIONS AND WARNINGS

- ⚠ **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.
  - ⚠ **Always turn the power off before removing or changing the pad location.**
  - ⚠ **Do not leave pads attached to the skin after treatment.**
- DO NOT USE YOUR PADS IN THE FOLLOWING WAY**
- ⚠ **Pads should not touch each other** when placed onto your skin.
  - ⚠ **Do not place on your spine or backbone.**
  - ⚠ **Pad should not touch any metal object**, such as a belt buckle, necklace, or other metal worn under clothing.
  - ⚠ **Pads should not be placed simultaneously on the soles of both feet.**
  - ⚠ **Pads should not be placed simultaneously on the calves of both legs.**
  - ⚠ **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 place or relocate the pads while the unit is on.**

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## IMPORTANT SAFETY PRECAUTIONS AND WARNINGS

### CAUTION WHILE USING UNIT

- ⚠ **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 insert the electrode plug into any place other than the jack** on the unit.
- ⚠ **Do not mix alkaline and manganese batteries** as this will shorten the battery life.
- ⚠ **Do not pull on the electrode cord** during treatment.
- ⚠ **Do not use the unit while wearing electronic devices** such as watches as this may damage the unit.
- ⚠ **Do not use near a cell phone** as this may cause the stimulator to malfunction.
- ⚠ **Do not bend or pull the end of the cord.**
- ⚠ When pulling out the cord from the unit, **hold the plug and pull.**
- ⚠ **Replace the cord when broken or damaged.**
- ⚠ **Do not throw the batteries into a fire.** The batteries may explode.
- ⚠ Do not use the unit without proper lighting. You may not be able to operate unit successfully.
- ⚠ **Dispose of the unit, batteries, and components according to applicable legal regulations.** Unlawful disposal may cause environmental pollution.
- ⚠ **The size, shape and type of pads may affect the safety and effectiveness** of electrical stimulation.
- ⚠ **The electrical performance characteristics of pads may affect the safety and effectiveness** of electrical stimulation.
- ⚠ **Using pads that are too small or incorrectly applied**, could result in discomfort or skin burns.
- ⚠ **Do not place in a room with high humidity**, such as a bathroom. This will damage the unit.
- ⚠ If you have suspected or diagnosed heart disease, you should follow precautions recommended by your physician.
- ⚠ If you have suspected or diagnosed epilepsy, you should follow precautions recommended by your physician.
- ⚠ Detach the pads before replacing the batteries.
- ⚠ During therapy, do not remove the battery cover and do not touch the battery terminals.

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## IMPORTANT SAFETY PRECAUTIONS AND WARNINGS

### General Precautions

- ⚠ The long-term effects of electrical stimulation are unknown.
  - ⚠ Apply stimulation to only normal, intact, clean, dry, and healthy skin.
  - ⚠ 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 devices do not cure disease or injuries.
  - ⚠ TENS is a symptomatic treatment and, as such, suppresses the sensation of pain that would otherwise serve as a protective mechanism.
  - ⚠ Effectiveness is highly dependent upon patient selection by a practitioner qualified in the management of pain patients.
  - ⚠ **You may experience skin irritation or hypersensitivity** due to the electrical stimulation or electrical conductive medium (gel).
  - ⚠ **Keep unit away from young children.** The unit contains small pieces that may be swallowed. Immediately contact your physician.
  - ⚠ Use this unit only with the leads, electrodes, and accessories recommended by the manufacturer to avoid damage to the unit.
- Possible Adverse Reactions**
- ⚠ **You should stop using the unit and consult with your physician** if you experience adverse reactions from the unit.
  - ⚠ **You may experience skin irritation and burns** beneath the stimulation electrodes applied to your skin.
  - ⚠ **You may experience headache and other painful sensations** during or following the application of electrical stimulation near your eyes and to your head and face.
  - ⚠ **Do not use to treat one region for extended periods of time (more than 30 minutes a session, up to 3 times/day)** or muscles in that region may become exhausted and sore.

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## HOW PAIN RELIEF PRO WORKS

### What is it?

The OMRON® Pain Relief Pro™ unit is a portable device designed for adults only. It is designed to reduce and relieve muscle and joint pain, stiffness and numbness in the arms, legs and foot by applying electrical nerve stimulation to the surface of the skin near the site of the pain. It can be successfully used in conjunction with any other pain treatment or medication.

This type of therapy, called Transcutaneous Electrical Nerve Stimulator (TENS), has been used for over 30 years by medical professionals such as physical therapists and chiropractors.

### How does it work?

Scientific theory suggests that electrical stimulation therapy may work in several ways:

1. The gentle electrical pulses move through the skin to nearby nerves to block or shut out the pain message from ever reaching the brain from the source of the pain.
2. The gentle electrical pulses increase the production of the body's natural pain killer, such as endorphins.
3. Furthermore, it is thought that the electrical stimulation improves blood circulation as well. Muscles contract and relax with the flow of the electrical stimulation. With repeated contracting and relaxing, the blood flows in and out and the blood circulation is improved.

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## KNOW YOUR UNIT

### PACKAGE CONTENTS

Unit



Electrode Cords



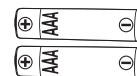
Pad Holder



Two Self-Adhesive Pads (2.5" x 4")



Batteries for trial use (two AAA size (LR03) batteries)



Instruction Manual



Quick Start Guide/  
Pad Placement Guide



Belt Clip



Soft Pouch



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## KNOW YOUR UNIT

### FEATURES

1. Eight pre-set modes (Arm, Lower Back, Leg, Foot, Joint, Tap, Knead, Rub).
2. Ten intensity levels (1 low to 10 high).
3. Pair of pads (durable, re-usable, washable, up to 150 uses).  
(Only use OMRON manufactured pads or cords with this unit).
4. Automatic 15 minute shut off.
5. Big screen lets you clearly control your therapy with mode, intensity level and minutes left.
6. Low battery icon displays to remind you to replace the batteries.
7. Pad icon displays if pad falls off.

### BUTTONS AND THEIR FUNCTIONS

#### Pad Icon

If the pad dislodges, the pad icon will come on.

#### Intensity Level

Set according to your needs.

Press ▲ for higher intensity.  
Press ▼ for lower intensity.

#### Intensity Button

Set according to your needs.  
Press ▲ for higher intensity.  
Press ▼ for lower intensity.



#### Battery Icon

If the battery is low, the battery icon will display.

☺: Battery is close to low.

☹: Battery is low.

#### Minutes remaining of therapy

#### Mode Button

Select one of the eight pre-set modes that feels good on your pain. Mode type will show on screen.

#### Power Button

Push once for "ON" and again for "OFF".

#### Cord Jack

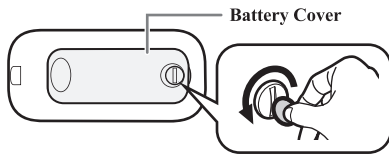
12



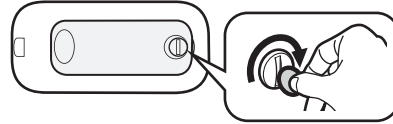
## ASSEMBLY STEPS

### STEP 1 – INSERT BATTERIES

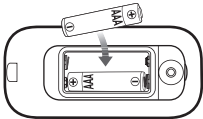
1 Remove the battery cover on the back using a coin.



3 Reinstall the battery cover. Tighten with a coin.



2 Insert batteries. Make sure the  $\oplus$   $\ominus$  signs correspond when inserting batteries.

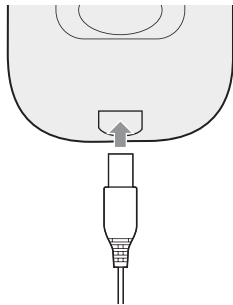


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## ASSEMBLY STEPS

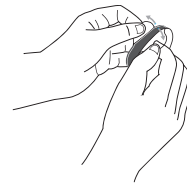
### STEP 2 – ATTACH ELECTRODE CORD TO THE UNIT

Attach the electrode cord plug to the bottom of the unit.



### STEP 3 – ATTACH PADS TO THE ELECTRODE CORD

For the first time, take the pads out of the sealed package and remove the clear plastic film from the back of the pad. Discard the plastic film backing as well as the clear packaging.

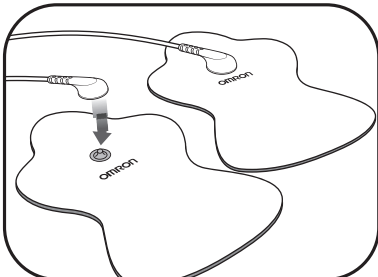


(When not using the unit, turn the unit off and keep the electrodes connected to pads. Place pads onto sides of plastic holder and wrap cord around holder and store in a dry, cool location. Refer to page 26.)

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## ASSEMBLY STEPS

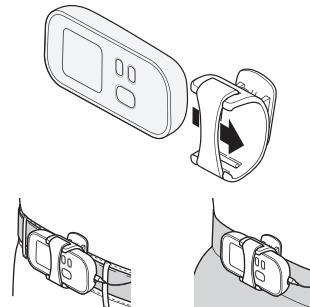
### STEP 4 – SNAP EITHER ELECTRODE CORD TO EACH OF THE PADS



#### NOTE:

Pads will not stick if the skin has too much hair. We recommend shaving the area for effective treatment.

### STEP 5 – ATTACH THE UNIT TO THE BELT CLIP



⚠ The clip may fall off if attached to soft or thin clothing.

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## GET STARTED WITH YOUR THERAPY

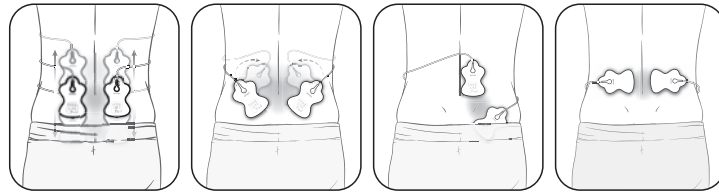
(USE FOR A MAXIMUM OF 30 MINUTES PER SESSION)

### STEP 1 – PAD PLACEMENT

Place pads on clean, dry and healthy skin near the area with pain. Place the pads near or surrounding the pain. Make sure there is a linear path between the two pads. Refer to the Pad Placement Guide Insert or use the following illustrations.

Before starting your therapy, rate your pain from 1 low to 10 high. This mental check gives you a basis you can compare to once the session is complete.

⚠ Place the pads at least 1” apart on your skin. The pads should never touch each other.



### LOWER BACK

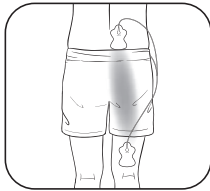
Attach both pads on the lower back according to your pain.

⚠ Do not place pads on the backbone or spine.

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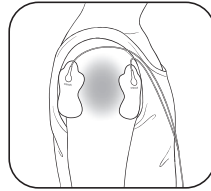
## GET STARTED WITH YOUR THERAPY

### STEP 1 – PAD PLACEMENT (continued)



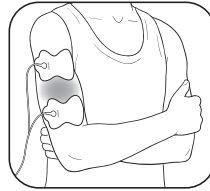
### SCIATIC

Attach one pad below and above the region in pain, both on same side (NOT on spine).



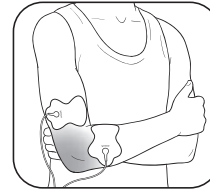
### DELTOID

Attach one pad in front and one in back of the muscle.



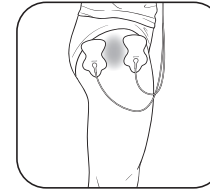
### UPPER ARM

Attach both pads on either side of the region where you feel pain.



### ELBOW

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



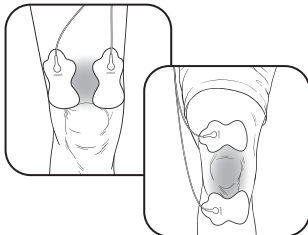
### HIP & THIGH

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

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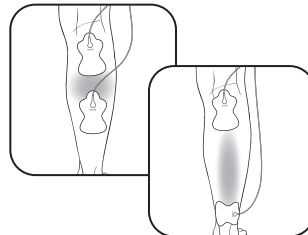
## GET STARTED WITH YOUR THERAPY

### STEP 1 – PAD PLACEMENT (continued)



### KNEE

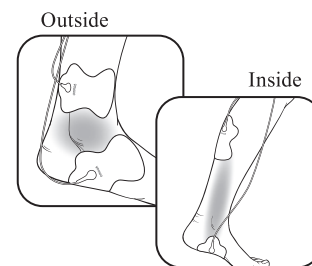
Attach both pads above the knee or above and below the joint with pain.



### CALF

Attach both pads on the calf where you feel pain.

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



### ANKLE/FOOT

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

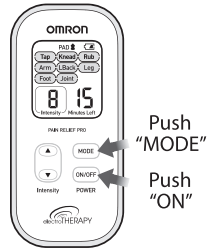
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## GET STARTED WITH YOUR THERAPY

### STEP 2 – SELECT 1 OF 8 MODES

- Push “ON/OFF”.
- Personalize your therapy by pushing the mode button to select the mode for your pain.

1. Tapping
2. Kneading
3. Rubbing
4. Arm
5. Lower Back
6. Leg
7. Foot
8. Joint



#### How do you switch modes?

Each time you push the mode button, it switches to the next mode at the lowest intensity level. Depending on the mode, you will feel a gentle combination of pulsing sensations that vary in pulse speed.

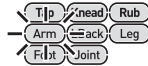
#### How to select the right mode

Select the mode that feels right for your unique pain. The modes are interchangeable and may be used for more than one body part.

## GET STARTED WITH YOUR THERAPY

### STEP 2 – SELECT 1 OF 8 MODES (continued)

#### Arm



#### Lower Back



#### Leg

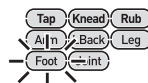


Therapies designed for	Upper & Lower Arm	Lower Back	Leg, Hip & Thigh
Potential conditions	Swelling, stiffness, sore or achy, muscle or nerve pain.	Stiffness, soreness, muscle spasm, nerve pain.	Swelling, fatigue, stiffness, muscle or nerve pain.
What does the therapy deliver?	Series of low to medium rate tapping, tingling and pulsing sensations.	Series of high rate to low tingling sensations, followed by tapping. With higher intensity, you may feel kneading or massage sensations.	Series of low to medium tapping and rubbing sensations.

## GET STARTED WITH YOUR THERAPY

### STEP 2 – SELECT 1 OF 8 MODES (continued)

#### Foot



#### Joint



#### Tap



#### Knead



#### Rub



Therapies designed for	Foot	Joint	Tap	Knead	Rub
Potential conditions	Swelling, fatigue, chilly feeling, sore or achy.	Swelling, stiffness, sore or achy.	Stiffness, soreness, tight feeling.	Stiffness, sore or achy, knotty muscles, tight feeling.	Stiffness, sore or achy, knotty muscles, tight feeling.
What does the therapy deliver?	Series of low rate tapping, pulsing sensations.	Series of medium to high rate tapping, pulsing sensations.	Series of low rate tapping sensations.	Series of medium rate pulsing sensations to mimic massage.	Series of high rate pulsing sensations to mimic hands rubbing.

## GET STARTED WITH YOUR THERAPY

### STEP 3 – SELECT THE CORRECT INTENSITY LEVEL (1 LOW – 10 HIGH)

Start at the lowest intensity level and slowly increase it by pushing the “▲(Up)” arrow button. You should feel a gentle pulsing sensation.

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

Each time you push “▲(Up)” or “▼(Down)” arrow, it moves to another level. If the stimulation sensation becomes weaker or disappears, increase the intensity until it is restored. But, if the sensation is at all uncomfortable, press the down arrow to decrease the intensity.

- Press ▲ for higher intensity.
- Press ▼ for lower intensity.

#### How long is the therapy?

The unit will continue automatically for 15 minutes before it shuts off.

The screen shows you how many minutes are remaining.



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## HOW TO CONTROL AND REDUCE YOUR PAIN

#### When should the unit be used?

Use as soon as your pain begins. Start with one session (unit automatically turns off at 15 minutes). Turn off with pads still on and RATE YOUR PAIN again (1 low to 10 high).

#### 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 15 minute session. Always turn unit off with pads still on. Rate your pain to check your progress, 1 low to 10 high. Stop therapy session if pain has reduced or stopped. Press “On” button to continue therapy for another 15 minute session.

1 session	Max minutes/session	Max times/day
15 minute	30 minutes or	3 times per day
automatic shut-off	two sessions	

▲ See warnings on page 9. 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 five days.

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## HOW TO CONTROL AND REDUCE YOUR PAIN

#### What type of pain is it best for?

This therapy works best on acute pain because it is localized. Acute pain is pain in one area for less than 3 months. If you have chronic pain, you may have pain in more than one area and for longer than 6 months. Chronic pain may be compounded by other issues that this unit cannot address.

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

Before using, check these points to make sure everything is working properly.

1. Make sure the cord is not broken.
2. Check that the pad adhesive sticks and is not damaged.
3. The electrode cord connection is not broken.
4. The unit is intact and in working order.
5. There is no battery leakage.

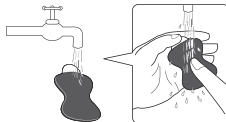
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## CLEANING AND STORAGE

The unit is designed for repeated use over time. The pads will last up to 150 uses, or 5 months (based on use 1/day). Here are important cleaning and storage instructions:

### Cleaning the pads

1. Turn the power off and remove the electrode cord from the pads.
2. Wash the pads when the adhesive surface becomes dirty and/or the pads are difficult to attach.
  - Wash the pad softly with your fingertips under slow running cold water for several seconds (do not use a sponge/cloth/sharp object like a nail on adhesive side, do not use detergents, chemicals or soap).
3. Pads can be washed after 15 uses, approximately ten times for up to 150 uses. Do not wash the pads too long or too frequently.



4. Dry the pads and let the adhesive surface air-dry completely. Do not wipe with a tissue paper or cloth.
5. Pads are replaceable and can be purchased when needed by calling 1-800-634-4350 or go to [omronhealthcare.com](http://omronhealthcare.com).

The life of the pads may vary by how often you wash the pads, the skin condition, and how you store the pads.

### When should you replace your pads?

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

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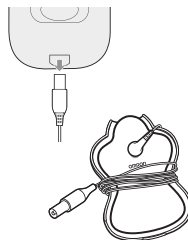
## CLEANING AND STORAGE

### Cleaning the unit

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

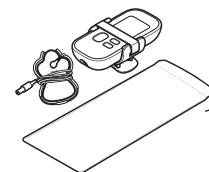
### Storing the pads

1. Turn the unit off and remove the cord from the bottom of the unit.
2. Remove the pads from your body.
3. Leave the electrode cords connected to the pads and place the pads on the pad holder, one pad on each side.
4. Wrap the electrode cords around the pad holder.



### Storing the unit and pads

- Store the unit with the belt clip on. Store the pads with the electrode cords on the pad holder.
  - Do not keep in areas subject to direct sunlight, high or low temperatures, humid area, near to fire, vibration, or shock.
- Store in a cool, dry place, 50°F - 104°F (10°C - 40°C), 30% - 80% relative humidity.
- Do not keep at places that can be easily reached by children.
  - When not in use for a long period, remove the batteries before storage, to avoid liquid discharge from batteries.



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## TROUBLESHOOTING


If this happens...	Possible causes...	Try this solution...
The intensity is not felt. Very weak intensity level.	Are both pads attached to the body?	Check placement of pads. Attach both pads to the body.
	Have you removed the transparent film from the pad?	Peel off film on the adhesive surface of pads.
	Are the pads stacked together or do pads overlap?	Check placement of pads. Refer to Pad Placement Guide.
	Is the cord properly connected to the unit?	Connect cord plug correctly into the jack at bottom of this unit.
	Is the intensity setting getting weak?	Press the ▲ up button.

If this happens...	Possible causes...	Try this solution...
The intensity is not felt. Very weak intensity level.	Are the batteries weak?	Replace both AAA batteries.
	Is the intensity "1"?	Press the ▲ up button.
The skin turns red or the skin feels irritated.	Is the adhesive surface of pads dirty or dry?	Wash adhesive surface of pads softly with your fingertips for about 3 seconds under slow running water.
	Is therapy time too long?	Use less than 15 minutes.
	Are the two pads attached properly to the body?	Refer to the Pad Placement Guide and attach correctly.

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## TROUBLESHOOTING


If this happens...	Possible causes...	Try this solution...
The skin turns red or the skin feels irritated.	Is the pad surface worn out?	Replace both pads at the same time.
No power source.	Are the polarities of battery (+ and -) aligned in the wrong direction? Are the batteries depleted?	Check batteries for correct alignment. Replace batteries.
Power cut off during use.	Are the batteries weak?	Replace both batteries at the same time.
	Is the cord broken?	Replace cord.
Battery icon is empty or close to empty. 	Are the batteries weak?	Replace both batteries at the same time.

If this happens...	Possible causes...	Try this solution...
It is difficult to attach the pad to the skin.	Have you removed the transparent film from the pad?	Peel off film on the adhesive surface of pads.
	Was the pad applied immediately after washing?	Sufficiently dry the skin surface.
	Is the adhesive surface of the pad damaged?	Replace the pad.
	Is there too much hair on your skin?	Shave the immediate area for proper pad adhesion.

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## TROUBLESHOOTING

If this happens...	Possible causes...	Try this solution...
Adhesive surface of pad is not sticky.	Are you using pad during perspiring?	Dry the pad placement area.
	Have the pads been washed too long and/or too frequently?	Leave the pad in freezer for overnight.
	Were the pads stored under high temperature, high humidity, or direct sunshine?	Replace both pads.
Pad icon is displayed. 	Are both pads attached to the body?	Check placement of pads to ensure they are on the body securely.

If this happens...	Possible causes...	Try this solution...
Pad icon is displayed. 	Have you removed the transparent film from the pad?	Peel off film on the adhesive surface of pads.
	Is the cord properly connected to the unit?	Connect cord plug correctly into the jack at the bottom of the unit.
	Is the adhesive surface of pads dirty or dry?	Wash adhesive surface of pads softly with your fingertips for about 3 seconds under slow running water.
If the above measures are not effective, contact us at 1-800-634-4350.		

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## LIMITED WARRANTY

Your OMRON® Pain Relief Pro™ unit and electrode cords are warranted for 1 year, excluding the batteries. The pads supplied with the unit are warranted for 30 days. They are guaranteed to be free from defects in materials and workmanship if used in accordance with the instructions provided. The above warranties extend only to the original retail purchaser. We will, at our option, replace without charge, any unit covered by the above warranty. Replacement is our only responsibility and your only remedy under the above warranties.

To obtain warranty service, contact Customer Service by calling 1-800-634-4350 for the address of the Inspection Center and any applicable shipping and handling. Enclose the Proof of Purchase. Include a letter, with your name, address, phone number, and description of the specific problem. Pack the product carefully to

prevent damage in transit. Because of possible loss in transit, we recommend insuring the product with return receipt requested.

THE FOREGOING IS THE SOLE WARRANTY PROVIDED BY OMRON IN CONNECTION WITH THIS PRODUCT, AND OMRON HEREBY DISCLAIMS ANY OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. IMPLIED WARRANTIES AND OTHER TERMS THAT MAY BE IMPOSED BY LAW, IF ANY, ARE LIMITED IN DURATION TO THE PERIOD OF THE ABOVE EXPRESS WARRANTY. OMRON SHALL NOT BE LIABLE FOR LOSS OF USE OR ANY OTHER SPECIAL, INCIDENTAL, CONSEQUENTIAL OR INDIRECT COSTS, EXPENSES OR DAMAGES.

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## LIMITED WARRANTY

This warranty provides you with specific legal rights, and you may have other rights that vary by jurisdiction. Because of special local requirements, some of the above limitations and exclusions may not apply to you.

### FOR CUSTOMER SERVICE

Visit our web site at: [omronhealthcare.com](http://omronhealthcare.com)  
 Call toll free: 1-800-634-4350

## SPECIFICATIONS

Product Name	OMRON® Pain Relief Pro™
Model #	PM3031
Power Source	DC3V (two AAA alkaline batteries or two AAA manganese batteries)
Battery Life	New batteries (two AAA alkaline batteries) will last for approx. 4 months (when used for 15 minutes a day, Lower Back Mode, max. intensity).
Frequency	Approx. 1 to 108Hz
PULSE Duration	100 µsec
Maximum Output Voltage	$U \leq 40V$ (during 500Ω load)
Power Control	10 intensity levels
Operating Temperature, Humidity (When using product)	50°F to 104°F (10 °C to 40 °C), 30 to 80% RH
Storage and Transportation Temperature, Humidity, Air Pressure	-4°F to 140°F (-20°C to 60°C), 10 to 95% RH, 700 to 1060 hPa

Weight	Approx. 100g (incl. batteries)
Outer Dimension	Width 52mm x Height 112mm x Depth 25mm
Classification of ME equipment	Internally powered
IP classification	IP 22

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

Ⓜ = This shows the Type BF applied part.

### Accessories/replacement parts

- PMLLPAD-L (3"x4.5")
- PMLLPAD (2.5"x4")
- Electrode cords
- Plastic Pad Holder- Large
- Plastic Pad Holder- Regular
- Belt Clip
- Soft Pouch

**To order :** [omronhealthcare.com](http://omronhealthcare.com)

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

## FCC STATEMENT

### NOTE: POTENTIAL FOR RADIO/TELEVISION INTERFERENCE (for U.S.A. only)

This product has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. The product generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If the product does cause harmful interference to radio or television reception, which can be determined by turning the product on and off, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the product and the receiver.
- Connect the product into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

### IMPORTANT INFORMATION REGARDING ELECTRO MAGNETIC COMPATIBILITY (EMC)

With the increased number of electronic devices such as PC's and mobile (cellular) telephones, medical devices in use may be susceptible to electromagnetic interference from other devices. Electromagnetic interference may result in incorrect operation of the medical device and create a potentially unsafe situation.

Medical devices should also not interfere with other devices.

In order to regulate the requirements for EMC (Electro Magnetic Compatibility) with the aim to prevent unsafe product situations, the IEC60601-1-2 standard has been implemented. This standard defines the levels of immunity to electromagnetic interferences as well as maximum levels of electromagnetic emissions for medical devices.

Medical devices manufactured for OMRON Healthcare conform to this IEC60601-1-2:2007 standard for both immunity and emissions.

Nevertheless, special precautions need to be observed:

- The use of accessories and cables other than those specified by OMRON, with the exception of cables sold by OMRON as replacement parts for internal components, may result in increased emission or decreased immunity of the device.
- The medical devices should not be used adjacent to or stacked with other equipment. In case adjacent or stacked use is necessary, the medical device should be observed to verify normal operation in the configuration in which it will be used.
- Do not use mobile (cellular) telephones and other devices, which generate strong electrical or electromagnetic fields, near the medical device. This may result in incorrect operation of the unit and create a potentially unsafe situation. Recommendation is to keep a minimum distance of 7 m. Verify correct operation of the device in case the distance is shorter.

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### IMPORTANT INFORMATION REGARDING ELECTRO MAGNETIC COMPATIBILITY (EMC)

The PM3031 is intended for use in the electromagnetic environment specified below. The customer or the user of the PM3031 should assure that it is used in such environment.

Electromagnetic emissions IEC60601-1-2		
Emissions test	Compliance	Electromagnetic environment - guidance
RF emissions CISPR 11	Group 1	The PM3031 uses RF energy only for its internal function. Therefore, its RF emissions are very low and are not likely to cause any interference in nearby electronic equipment.
RF emissions CISPR 11	Class B	
Harmonic emissions IEC 61000-3-2	not applicable	
Voltage fluctuations/ flicker emissions IEC 61000-3-3	not applicable	

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### IMPORTANT INFORMATION REGARDING ELECTRO MAGNETIC COMPATIBILITY (EMC)

Electromagnetic immunity IEC60601-1-2			
Immunity test	IEC 60601 Test level	Compliance level	Electromagnetic environment –guidance
Electrostatic discharge (ESD) IEC 61000-4-2	±6 kV contact ±8 kV air	±6 kV contact ±8 kV air	Floor 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 61000-4-4	not applicable	not applicable	not applicable
Surge IEC 61000-4-5	not applicable	not applicable	not applicable
Voltage dips, short interruptions and voltage variations on power supply IEC 61000-4-11	not applicable	not applicable	not applicable

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### IMPORTANT INFORMATION REGARDING ELECTRO MAGNETIC COMPATIBILITY (EMC)

Electromagnetic immunity IEC60601-1-2			
Immunity test	IEC 60601 Test level	Compliance level	Electromagnetic environment –guidance
Power frequency (50/60 Hz) magnetic field IEC 61000-4-8	3 A/m	3 A/m	Power frequency magnetic fields should be at levels characteristic of a typical location in a typical commercial or hospital environment.

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### IMPORTANT INFORMATION REGARDING ELECTRO MAGNETIC COMPATIBILITY (EMC)

Electromagnetic immunity IEC60601-1-2			
Immunity test	IEC 60601 Test level	Compliance level	Electromagnetic environment –guidance
Conducted RF IEC 61000-4-6	3 V rms 150 kHz to 80 MHz	3 V rms	Portable and mobile RF communications equipment should be used no closer to any part of the PM3031 including cables, than the recommended separation distance calculated from the equation appropriate to the frequency of the transmitter.  <b>Recommend separation distance</b> $d = 1.2 \sqrt{P}$ 150 kHz to 80 MHz $d = 1.2 \sqrt{P}$ 80 MHz to 800 MHz $d = 2.3 \sqrt{P}$ 800 MHz to 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 separation distance in meters (m). Field strengths from fixed RF transmitters as determined by an electromagnetic site survey, <sup>*2)</sup> should be less than the compliance level in each frequency range. <sup>*3)</sup> Interference may occur in the vicinity of equipment marked with the following symbol:
Radiated RF IEC 61000-4-3	3 V/m 80 MHz to 2.5 GHz	3 V/m	

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### IMPORTANT INFORMATION REGARDING ELECTRO MAGNETIC COMPATIBILITY (EMC)

Electromagnetic immunity IEC60601-1-2			
Immunity test	IEC 60601 Test level	Compliance level	Electromagnetic environment –guidance
Note1: At 80 MHz and 800 MHz, the higher frequency range applies. Note2: These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects, and people.			
<sup>*2)</sup> Field strengths from fixed transmitters, such as base stations for radio (cellular/ cordless) telephones and land mobile 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 PM3031 is used exceeds the applicable RF compliance level above, the PM3031 should be observed to verify normal operation. If abnormal performance is observed, additional measures may be necessary, such as reorienting or relocating the PM3031.			
<sup>*3)</sup> Over the frequency range 150 kHz to 80 MHz, field strengths should be less than 3 V/m.			

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## IMPORTANT INFORMATION REGARDING ELECTRO MAGNETIC COMPATIBILITY (EMC)

### Recommended separation distance between portable and mobile RF communications equipment and the PM3031

The PM3031 is intended for use in an electromagnetic environment in which radiated RF disturbances are controlled. The customers or the users of the PM3031 can help prevent electromagnetic interference by maintaining a minimum distance between portable and mobile RF communications equipment (transmitters) and the PM3031 as recommended below, according to the maximum output power of the communications equipment.

Output Power of Transmitter in Watt	Separation distance according to frequency of transmitter in meter		
	<i>150 kHz to 80 MHz <math>d = 1.2 \sqrt{P}</math></i>	<i>80 kHz to 800 MHz <math>d = 1.2 \sqrt{P}</math></i>	<i>800 MHz to 2.5GHz <math>d = 2.3 \sqrt{P}</math></i>
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  $d$  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) according to the transmitter manufacturer.

Note: At 80MHz and 800MHz, 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.

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Made in China

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