

TROUBLESHOOTING

If the issue is not resolved, follow the steps below.

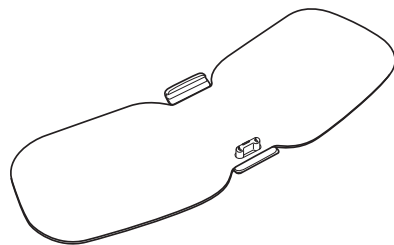
1. Open the Omron TENS app.
2. Tap  or .
3. Tap “Contact Us”.
4. Select an issue and type the detail of your problem.
5. Tap “Send E-mail”. Your email client app automatically opens.
6. Send email.
7. Our support staff will respond to your email as soon as possible.

If you are not able to perform the above steps successfully, please contact us at 1-800-634-4350.

ACCESSORIES

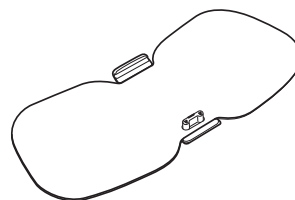
Large Pad (PMWPAD-L)

Approx. 8 5/8" (W) × 3 2/7" (H) × 2/7" (D)
(219 × 83.5 × 7.5 mm)

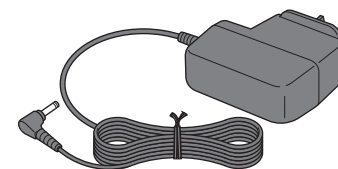


Medium Pad (PMWPAD-M)

Approx. 7" (W) × 3 1/8" (H) × 2/7" (D)
(180 × 79.5 × 7.5 mm)



AC Adapter (HHP-AM01)



To order: OmronHealthcare.com

SPECIFICATIONS

Product Name	Avail™
Model #	PM601 ^{REF} HV-F601T-Z
Power Source	AC adapter (INPUT AC120 V, 60 Hz) 1 Lithium-ion battery (3.7 V; Approx. 310 mAh)
Rechargeable Battery	Will last for 500 uses under the following conditions: new battery, fully charged, used 1 time/day in temperatures of 73.4 °F (23 °C)
Frequency	Approx. 0.7 to 108 Hz
PULSE Duration	TENS: 100 µsec MICROCURRENT: 2.5 sec
Maximum Output Voltage	42.5 V (during 500 Ω load)
Power Control	20 intensity levels
Operating Temperature, Humidity, Air Pressure (When using product)	50 to 104 °F (10 to 40 °C), 30 to 80 % RH, 700 to 1060 hPa (non-condensing)
Transportation and Storage Between Uses Temperature, Humidity	32 to 104 °F (0 to 40 °C), 30 to 80 % RH (non-condensing)
Temperature During Battery Charging	41 to 95 °F (5 to 35 °C) (non-condensing)

Transportation Temperature, Humidity	-4 to 140 °F (-20 to 60 °C), 10 to 90 % RH (non-condensing)
Weight	Device: Approx. 1 1/2 oz (42 g) Pad-L: Approx. 7/8 oz (25 g) Pad-M: Approx. 5/7 oz (20 g) Charger: Approx. 3 1/2 oz (100 g)
Outer Dimension	Device: Approx. 2 1/3" (W) × 2 5/6" (H) × 3/5" (D) (60 × 72 × 15.5 mm) Charger: Approx. 6 2/9" (W) × 3 1/2" (H) × 4/5" (D) (158 × 90 × 20.5 mm) Pad-L: Approx. 8 5/8" (W) × 3 2/7" (H) × 2/7" (D) (219 × 83.5 × 7.5 mm) Pad-M: Approx. 7" (W) × 3 1/8" (H) × 2/7" (D) (180 × 79.5 × 7.5 mm)
Classification of ME Equipment	Internally powered (operating) / Class II (charging)
IP classification	Device: IP22 Charger: IP21 AC adapter: IP21
Transmission Method	Bluetooth® low energy technology

SPECIFICATIONS

Wireless Communication	Frequency range: 2.4 GHz (2400 - 2483.5 MHz) Modulation: GFSK Effective radiated power: <20 dBm
Durable Period (Service Life)	Device: 5 years Pad: 30 times (30 minutes/use) Charger: 5 years AC adapter: 5 years
Auto Power Off	The device power will automatically turn off 10 minutes after: • the therapy is complete • the pad has been removed from your body • the therapy has been paused

To confirm the latest list of the compatible smartphones and OS, visit:
OmronHealthcare.com

Note: These specifications are subject to change without notice.

About a wireless communication interference

This Product operates in the unlicensed ISM band at 2.4GHz. In case this Product is used around the other wireless devices including microwave and wireless LAN, which operate same frequency band of this Product, there is a possibility that interference occurs between this Product and such other devices. If such interference occurs, please stop the operation of other devices or relocate this Product before using this Product or do not use this Product around the other wireless devices.

LIMITED WARRANTY

Your Avail™ device is warranted to be free from defects in materials and workmanship appearing within 1 year from the date of purchase, when used in accordance with the instructions provided. The pads supplied with the device are warranted for 30 days. The above warranties extend only to the original retail purchaser. We will, at our discretion, 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 shipping and handling charges that may apply. 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.

LIMITED WARRANTY

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE (OR BY COUNTRY OR PROVINCE). 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.

SOME STATES (COUNTRIES AND PROVINCES) DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. OMRON SHALL NOT BE LIABLE FOR LOSS OF USE OR ANY OTHER SPECIAL, INCIDENTAL, CONSEQUENTIAL OR INDIRECT COSTS, EXPENSES OR DAMAGES. SOME STATES (COUNTRIES AND PROVINCES) DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU.

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 website at:

OmronHealthcare.com

Call toll free:

1-800-634-4350

REGULATORY COMPLIANCE INFORMATION

FCC STATEMENT

FCC CAUTION

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note:

This equipment 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. This equipment 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 this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, 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 equipment and receiver.
- Connect the equipment 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.

This device complies with Part 15 of FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment and meets the FCC radio frequency (RF) Exposure Guidelines. This equipment has very low levels of RF energy that are deemed to comply without testing of specific absorption ratio (SAR).

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.
During the immunity tests described below the device operated normally.

IMPORTANT INFORMATION REGARDING ELECTRO MAGNETIC COMPATIBILITY (EMC)

The PM601 is intended for use in the electromagnetic environment specified below. The customer or the user of the PM601 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 PM601 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. The PM601 is suitable for use in all establishments, including domestic establishments and those directly connected to the public low-voltage power supply network that supplies buildings used for domestic purposes
RF emissions CISPR 11	Class B	
Harmonic emissions IEC 61000-3-2	not applicable	
Voltage fluctuations/ flicker emissions IEC 61000-3-3	not applicable	

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)	Contact discharge: ±6 kV Air discharge: ±8 kV	Contact discharge: ±8 kV Air discharge: ±15 kV	The relative humidity should be at least 5 %.
Electrical fast transients / bursts (IEC 61000-4-4)	Power supply lines: ±2 kV Longer input / output lines: ±1 kV	Power supply lines: ±2 kV Longer input / output lines: N/A	Mains power quality should be that of a typical home, commercial or hospital environment.
Surges on AC mains lines (IEC 61000-4-5)	Common mode: ±2 kV Differential mode: ±1 kV	Common mode: ±2 kV Differential mode: N/A	Mains power quality should be that of a typical home, commercial or hospital environment.

IMPORTANT INFORMATION REGARDING ELECTRO MAGNETIC COMPATIBILITY (EMC)

Electromagnetic immunity IEC60601-1-2			
Immunity test	IEC 60601 Test level	Compliance level	Electromagnetic environment –guidance
Voltage dips, short interruptions and voltage variations on power supply IEC 61000-4-11	<5 % UT (>95 % dip in UT) for 0.5 cycle 40 % UT (60 % dip in UT) for 5 cycles 70 % UT (30 % dip in UT) for 25 cycles <5 % UT (>95 % dip in UT) for 5 s	<5 % UT (>95 % dip in UT) for 0.5 cycle 40 % UT (60 % dip in UT) for 5 cycles 70 % UT (30 % dip in UT) for 25 cycles <5 % UT (>95 % dip in UT) for 5 s	Mains power quality should be that of a typical home, commercial or hospital environment. If user requires continued operation during power mains interruption insure that batteries are installed and charged. Insure that battery life exceeds longest anticipated power outages or provide an additional uninterruptible power source.
Power frequency (50/ 60 Hz) magnetic field IEC 61000-4-8	3 A/m	30 A/m	Magnetic fields from common appliances are not expected to affect the device.
Note: UT is the A.C. mains voltage prior to application of the test level.			

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	6 V rms	Portable and mobile RF communications equipment should be used no closer to any part of the PM601 including cables, than the recommended separation distance calculated from the equation appropriate to the frequency of the transmitter. Recommended separation distance $d = 0.58 \sqrt{P}$ 150 kHz to 80 MHz
Radiated RF IEC 61000-4-3	3 V/m 80 MHz to 2.5 GHz	10 V/m	$d = 0.35 \sqrt{P}$ 80 MHz to 800 MHz $d = 0.7 \sqrt{P}$ 800 MHz to 2.5 GHz

IMPORTANT INFORMATION REGARDING ELECTRO MAGNETIC COMPATIBILITY (EMC)

Electromagnetic immunity IEC60601-1-2			
Immunity test	IEC 60601 Test level	Compliance level	Electromagnetic environment –guidance
			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,^{*2)} should be less than the compliance level in each frequency range.^{*3)} Interference may occur in the vicinity of equipment marked with the following symbol: 
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.			
^{*2)} 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 PM601 is used exceeds the applicable RF compliance level above, the PM601 should be observed to verify normal operation. If abnormal performance is observed, additional measures may be necessary, such as reorienting or relocating the PM601. ^{*3)} Over the frequency range 150 kHz to 80 MHz, field strengths should be less than 6 V/m.			

IMPORTANT INFORMATION REGARDING ELECTRO MAGNETIC COMPATIBILITY (EMC)

Recommended separation distance between portable and mobile RF communications equipment and the PM601

The PM601 is intended for use in an electromagnetic environment in which radiated RF disturbances are controlled. The customers or the users of the PM601 can help prevent electromagnetic interference by maintaining a minimum distance between portable and mobile RF communications equipment (transmitters) and the PM601 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</i> $d = 0.58 \sqrt{P}$	<i>80 MHz to 800 MHz</i> $d = 0.35 \sqrt{P}$	<i>800 MHz to 2.5GHz</i> $d = 0.7 \sqrt{P}$
0.01	0.06	0.04	0.07
0.1	0.18	0.11	0.22
1	0.58	0.35	0.7
10	1.8	1.1	2.2
100	5.8	3.5	7.0

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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OMRON HEALTHCARE Co., Ltd.
53, Kunotsubo, Terado-cho, Muko,
Kyoto, 617-0002 JAPAN

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OMRON HEALTHCARE, INC.
1925 West Field Court,
Lake Forest, IL 60045 U.S.A.
OmronHealthcare.com

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