



6689 Peachtree Industrial Blvd., Suite A, Peachtree Corners, GA 30092 · (770) 991-4417

TENS AND NMES UNITS

PC-INS-005 · Rev 1.0 · Effective 08/14/2026 · Approved: A.B. Harvard · Product insert to PC-FRM-007 — provide together with the packet

Transcutaneous electrical nerve stimulation and neuromuscular electrical stimulation devices

What this equipment does

A TENS unit sends mild electrical pulses through pads on your skin to help reduce pain. An NMES unit sends pulses that make a muscle contract, to help maintain or rebuild muscle strength. Your physician orders the settings and how often to use it.

How your equipment reaches you

Delivered and set up in person by a trained Range of Motion, Inc. representative, or shipped to you by common carrier with replacement supplies. We will tell you which applies to your order.

How you are instructed on safe and effective use

Provided in person at setup, or by telephone with the manufacturer's manual if your unit was shipped. You will be shown where to place the electrode pads for your condition, how to start at the lowest intensity and increase it, the treatment time your physician ordered, how to change the battery, and how to reorder pads. You will be asked to place the pads and run a session yourself. Call (770) 991-4417 at any time for more help, at no charge.

Medicare requires us to document that you were instructed on the safe and effective use of this item — that is why we ask you to sign the acknowledgment page in your packet. If you ever feel you were not adequately instructed, tell us: we will re-instruct you at no charge and correct our record.

Rental or purchase

TENS units are generally rented for an initial trial period ordered by your physician, and may then be purchased if they help you. NMES units are generally purchased. We will tell you which applies before service begins.

Warranty

Covered by the manufacturer's warranty, typically one to two years on the unit itself. Electrode pads, lead wires and batteries are supplies and are not covered by warranty; they are reordered as needed and may be covered by your insurance.

Returns, pickup and exchanges

Call (770) 991-4417. Rented units are picked up or returned with a prepaid label at no charge. Unopened supplies may be returned; opened electrode pads cannot be returned for hygiene reasons unless they are defective.

Using this equipment safely

- Never place electrode pads over your heart, on the front or sides of your neck, over your eyes, on broken or irritated skin, or over a cancerous lesion.
- Do not use a TENS or NMES unit if you have a pacemaker, implanted defibrillator or other implanted electrical device unless your physician has specifically approved it.
- Do not use while driving, operating machinery, bathing or sleeping.
- Turn the unit off before removing pads. Increase intensity gradually — it should feel like a strong tingle, never a sharp or burning pain.
- Move pad placement slightly between sessions and keep skin clean and dry to avoid irritation.
- Tell your physician if you are pregnant before using either device.

Questions or problems

Call (770) 991-4417. Our office is open Monday–Friday 9:00 AM–5:00 PM Eastern, and a technician is available 24 hours a day for urgent equipment problems. Call 911 for a life-threatening emergency, and your physician for medical questions. Your rights, our complaint process, and how to report a concern to The Joint Commission, Medicare or the State of Georgia are in the Patient Care & Compliance Information Packet provided with this insert and at www.rangeofmotion.us.

Controlled document PC-INS-005 Rev 1.0 — issued from the ROM-DCMS master register. Product insert to PC-FRM-007 Rev 1.0; not to be distributed alone. Related standards: 42 C.F.R. § 424.57(c) Supplier Standards #5, #6, #12, #14, #15; JC RI, PC, EQ. Clinical safety content is general information and does not replace the manufacturer's instructions for use or your physician's directions.