

Troubleshooting

If you have any questions or concerns, please contact the NESS L300 Technical and Clinical Support Department at (800) 211-9136, Option 3.

When charging the L300, how will I know when the batteries are fully charged?

- When the Control Unit is fully charged, a  GREEN horizontal line will appear in the Control Unit digital display.
- When the RF Stim Unit is fully charged, the  status light on the RF Stim Unit will be solid GREEN.
- Charging takes approximately three hours. Once the components are fully charged, you may keep the components connected to the system charger set.

If I charge the L300 every day, will I harm the batteries?

- No. Daily charging will not affect the lifespan or functionality of the batteries. Daily charging is recommended.

While charging, "E" appears in the digital display.

- An error occurred while charging. Reconnect the system charger set. If the problem persists, contact Bioness.



Stimulation works in training mode but not in gait mode. When I turn on gait mode I hear a beep, the RF Stim Unit and Gait Sensor indicators on the Control Unit alternately flash RED, and “E” flashes in the digital display.

- The Gait Sensor and RF Stim Unit are not communicating. The Gait Sensor is probably asleep. Apply pressure to the Gait Sensor pressure sensor. If this does not resolve the problem, the battery may be depleted or the Gait Sensor may be faulty. If no wire issues are apparent, replace the Gait Sensor battery and try again.



When I turn on the Control Unit, it beeps, the Control Unit and RF Stim Unit indicators alternately flash RED, and “E” flashes in the digital display. The RF Stim Unit indicators are not lit.

- The RF Stim Unit battery is likely discharged, preventing the Control Unit and RF Stim Unit from communicating. Turn off the Control Unit, and charge the Control Unit and RF Stim Unit fully. Then, disconnect the charger and turn on the Control Unit. The Control Unit  On/Off button and the  status light on the RF Stim Unit should flash GREEN. Communication should be restored.



I hear a beep, the RF Stim Unit indicator on the Control Unit flashes RED, and the stimulation intensity level flashes in the Control Unit digital display.

If you feel stimulation but the intensity level seems weaker than usual and ankle movement is unsatisfactory, electrode contact may be compromised.

- Turn off the Control Unit and remove the FS Cuff.
- Thoroughly cleanse the skin, removing dead cells and oils.
- If you are using hydrogel electrodes, remove and replace the worn electrodes. Press firmly on the new electrodes until they are securely attached to the bases. Then, remove the covers.
- If you have cloth electrodes, remove the cloth electrodes and wet them with water until saturated. Blot the snap side of the electrodes before re-adhering them to the electrode bases.
- Replace hydrogel and cloth electrodes every two weeks.

If you do not feel stimulation:

- Turn off the Control Unit and remove the FS Cuff.
- For hydrogel electrodes, confirm that the covers have been removed.
- For cloth electrodes, remove and wet the cloth electrodes, if they are dry.
- Make sure the RF Stim Unit is properly snapped into the cradle on the FS Cuff. Press firmly near the upper edges of the RF Stim Unit until it is flush with the cradle.
- Make sure the electrode bases are snapped into the plug holes of the FS Cuff.

The electrodes or electrode bases are frayed, peeling, damaged, or falling off the FS Cuff.

- Replace any worn or damaged electrodes or electrode bases.

How will I know when the Gait Sensor battery charge level is low?

- A Gait Sensor battery will last for approximately six months, and then it will need to be replaced. When the Gait Sensor battery charge level is low, the Gait Sensor indicator on the Control Unit will flash YELLOW and the Control Unit will emit an audio alert. The audio alert will become more persistent as the battery weakens.



One of the component indicators is solid RED, an "E" appears in the digital display, and the Control Unit beeps.

- The respective component is malfunctioning. Turn off the Control Unit and turn it back on. If the problem persists, then stop using the NESS L300 and contact Bioness.



One of the component indicators is flashing YELLOW.

- The respective component battery charge level is low. Charge or replace the battery.

My ankle is not moving (or my foot does not lift satisfactorily), and the system is not indicating any errors.

- Turn off the Control Unit and reposition the FS Cuff. Make sure the strap is snug and the FS Cuff is secure.

Stimulation is inconsistent when I am walking, but the system is not indicating any errors.

- Stop walking and shift your weight from side to side. If the problem persists, check for proper placement of the pressure sensor, reposition the pressure sensor slightly forward in your shoe, or loosen your shoelace if it is tight. Also, check the Gait Sensor wires for wear or fraying, and check the transmitter and pressure sensor for damage.

My skin is irritated or has a skin reaction where the electrodes or FS Cuff adheres.

- Stop using the NESS L300 immediately and contact your clinician, dermatologist, or Bioness Clinical Specialist. Resume use only when the skin is completely healed. Ask your clinician or dermatologist for a skin conditioning protocol.

I received a replacement component and was told I need to “register” it. Why is registration important and how do I register a component?

- A replacement Control Unit, RF Stim Unit, or Gait Sensor needs to be electronically registered to the other components in the system to communicate wirelessly. To register a component, see Chapter 9.

I tried the registration procedure and saw a  “C” immediately, but I never saw the alternating arches in the digital display. The replacement component is not working.

- Clinician mode (for use by clinicians only) may have been started instead of the registration process. Clinician mode is started by pressing the minus  and  on/off buttons on the Control Unit. Registration is started with the Control Unit off, and then by pressing the minus  and mode  buttons on the Control Unit. Turn off the Control Unit, and press the  minus and  mode buttons to restart the registration process.

The Control Unit (or RF Stim Unit) does not light up when turned on.

- The battery needs to be charged. Charge the battery. If the problem persists, contact Bioness.

After I fully charged the Control Unit and RF Stim Unit, I disconnected and then immediately reconnected the system charger set. The charging icons displayed again. Are the components still fully charged or do I need to repeat the charging process?

- If you just charged your system and the fully charged icons were displayed, your system is still fully charged. You do not have to repeat the charging process.