

# Problems using Cefar & Compex

## IS YOUR CEFAR OR COMPEX DEVICE SHOWING SIGNS OF MALFUNCTIONING?

Before contacting our After-Sales Service, we advise you to check the most commonly encountered problems (see reverse). For COMPEX devices, please first check what generation your stimulator is.

### COMPEX STIMULATORS GENERATION

#### Generation 3

- Fitness
- Sport 400
- Sport 3
- Top Fitness

#### Generation 4

- Sport 500
- Mi Fitness Trainer

#### Generation 5

- Mi Sport
- Mi Fitness
- Fitness II
- Full Fitness
- Sport Elite
- Runner
- Energy Mi Ready
- Body
- BodyFit
- Vitality
- Performance
- Fit

#### Generation 6

- DuoFit

## MOST COMMON PROBLEMS

### 1) SCREEN CONTRAST

#### Symptoms

- Black screen
- Blank screen + message: "Check" appears

#### What to do

- Device off
- Press and hold down the ON/OFF button for 3 seconds (language menu appears)
- For generations 4-5-6: Channel 2, adjust the contrast with + and -
- For generation 3: Channel 3, adjust the contrast with + and -



### 2) BATTERY - Your battery has a 6 month warranty

#### 1- POSITIONING KEY

At the top of the battery there is a positioning key (black piece of plastic about 1 cm in height). Make sure that this piece is always present (you should not break the positioning key to insert the battery into the device but rather you should slide it into the groove provided). If the positioning key is broken, do not insert the battery into the device! Send your entire device to our After-Sales Service.



#### 2- RECHARGEABLE BATTERY CONNECTOR

Only for generation 5 (other generations use disposable batteries)

#### Symptoms

- Device does not turn on
- Charges intermittently

#### What to do

- Open the lid
- Remove the battery
- Straighten out the metal rods



#### 3- RECHARGEABLE BATTERY DOES NOT HOLD A CHARGE

Your battery appears to be charged (battery gauge is full on the screen) but your stimulator shuts down in the middle of a session. This means that your battery no longer holds a charge: it is out of service. You just need to order a new one from our online shop at [www.compexstore.com](http://www.compexstore.com).

### 3) SOUND

#### Symptoms

- No music, no beep

#### What to do

- Turn device off
- Press and hold down the ON/OFF button for 3 seconds (language menu appears)
- For generations 4-5-6: Channel 3, adjust the sound with + and -
- For generation 3: Channel 4, adjust the sound with + and -



#### 4) CABLES

For all generations (3-4-5-6)

##### Symptoms

- No stimulus current on the electrode
- Signal on screen (cf. photos), alternation of the 2 signals with a beep

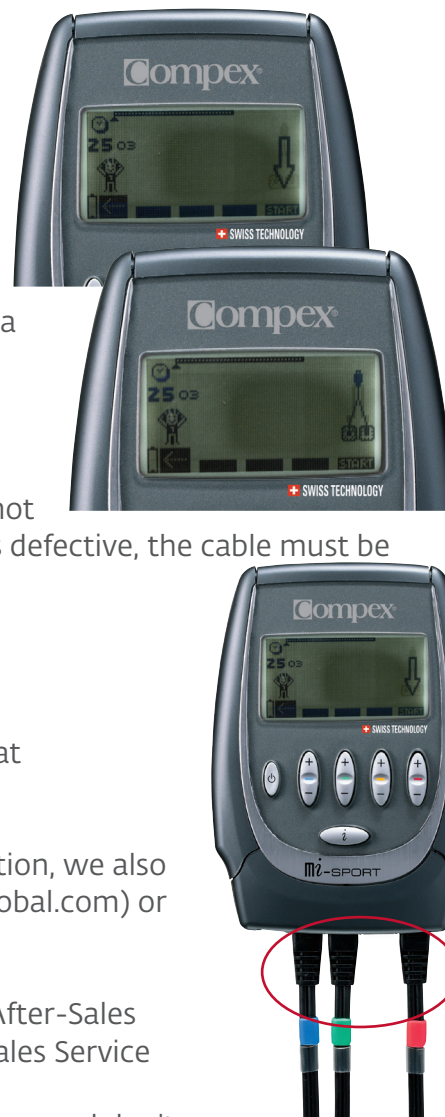
##### What to do

- Place the electrodes on your skin -> Signal stops due to closed circuit
- Check the connections on the electrodes: if you connect the cable to a large electrode, make sure that you do not connect both outputs (pin or snap connectors) to the same electrode
- At the point of connection with the device, move the cable (top to bottom and left to right), if the signal appears -> cable is defective
- If the electrode has a snap connector, make sure that the snap does not detach from the electrode unexpectedly -> if the cable snap connector is defective, the cable must be changed

If your cable is defective, you can order new ones from our online shop at [www.compexstore.com](http://www.compexstore.com).

For any tips on using your device or questions about a possible malfunction, we also advise you to contact our technical support hotline ([contact.sav@DJOglobal.com](mailto:contact.sav@DJOglobal.com)) or consult the instructions for your device.

If, despite taking these actions, the malfunction persists, print out the "After-Sales Service Product Return Form" and fill it out with the help of the After-Sales Service terms and conditions. Send in your device along with the After-Sales Service product return form and don't forget your payment.



#### REMINDER OF WARRANTY CONDITIONS:

- The device and the Mi sensor have a 24 month warranty against any manufacturing and assembly defects (except for exceptional conditions). The battery, the cables and the charger have a 6 month warranty. The warranty shall only be honoured upon presentation of the purchase invoice or receipt, accompanied by the duly completed Return Form.
- The warranty does not cover damage due to improper conditions of use or use for a purpose other than that what is intended for this type of device.
- The warranty does not cover any damage due to outside factors such as storms, floods and other disasters or accidental breakage of the equipment.
- It does not cover any problems caused by the use of unsuitable consumables and accessories. We advise you to use the same consumables as those recommended by DJO France.
- The warranty does not cover replacement of consumables and certain cables.
- The warranty does not cover any repairs performed by anyone else other than DJO's Repair Service.
- All merchandise sold shall travel at your own risk.