



Troubleshooting

What can I do if the therapy garment won't tune?

1. Verify that the therapy garment is properly attached to the ReGenerator
2. Verify that the therapy garment is the proper size for the patient using the sizing chart.
(cylindrical therapy garments will not tune if too loose or too tight)
3. Turn the tuning knob (the knob on the therapy garment) in one direction until it won't turn anymore, then turn it in the opposite direction until it won't turn anymore.
 - If the tuning bar never moves out of the red, contact customer support at 888 5 REGEAR.
 - If the tuning bar moves but just doesn't get into the green continue to step 4.
4. Try the following:
 - Uncoil the therapy garment cable.
 - Change the position of the body part being treated.
 - If using a cylindrical therapy garment, if the therapy garment is bent try straightening it (i.e. being used on a bent knee).
 - Do not apply pressure to the cylindrical therapy garment (do not sit on it while treating a quad, keep leg up in the air or propped up on a pillow).
 - If using a back therapy garment, apply less pressure to the therapy garment or loosen or tighten the belt.
 - If using a shoulder therapy garment, loosen or tighten the strap on the therapy garment or if applying pressure against the shoulder therapy garment in any way, relieve that pressure.
 - If any body parts not being treated are in contact with the body part being treated, move the body part not being treated so it is not in contact with the body part being treated.
 - If your hand is touching the black box on the therapy garment, move your hand so it is not in contact with the black box or therapy garment.
 - If the therapy garment or ReGenerator is in contact with metal (i.e. ReGenerator is sitting on a metal table), remove it from the metal.

I received error code 4-4, What should I do?

Error code 4-4 is an overheating error. The ReGenerator must be operated in the upright position otherwise the fan is blocked and the unit will overheat. If the regenerator was not lying down, please make sure it was not against a pillow, the user or anything else that could block the fan.

Once you have ReGenerator in the upright position and have removed anything that could be blocking the fan, turn off the main power on the side. Let the regenerator sit for a minimum of 30 seconds and then restart the treatment.

If the error persists contact ReGear customer support at 888 5 REGEAR.

I received error code 422-8 or 421-7, what should I do?

Error code 421-7 or 422-8 is an interference error. The interference may be coming from the ReGenerator or other outside equipment. Follow the steps below:

1. Move the ReGenerator as far from the wall outlet as possible
2. Move the therapy garment being used as far from the ReGenerator as possible.
3. Verify you are using the properly sized therapy garment if using a cylindrical therapy garment (in most cases if this is the cause, the therapy garment selected is too large).
4. Move any outside equipment that could be interfering greater than 10 feet away.

I received a yellow screen with a system error that tells me to contact customer service:

Turn the ReGenerator off for 1 minute and then turn it back on. If the error screen is gone, continue with therapy. If the error screen is still there, repeat turning the ReGenerator off for 1 more minute. If the error screen persists, please contact customer service.