



Trouble shooting Guide

RITMSCENAR Devices

Most of the problems with RITMSCENAR devices about 60% come from using discharged or faulty batteries; the other 35% are mechanical damages of the devices.

The faulty rate of SCENAR Home and Sport is extremely low – less than 1%. Sport D has a higher faulty rate due to LCD issues that already have been rectified. Over 85% of the Sport D problems resolve by replacing the battery and resetting the device.

SCENAR Pro and SCENAR Pro+ faulty rate is also very low.

SCENAR Home, SCENAR Sport, SCENAR Sport D

The most common problems with the devices are listed in the table below:

Complaint	Possible Cause:	Prevention/Tests/Troubleshooting:
The device is switching OFF during treatment	<ol style="list-style-type: none"> 1. If there are no beeps when switching off then most likely the battery springs are bent causing intermittent battery contact – see next Fault for more information. 2. If the device makes series of beeps before switching OFF: <ol style="list-style-type: none"> a. the area of the skin that is treated is too dry and the device cannot measure the skin reaction and switches off. b. The device is used with a faulty electrode c. The device is not firmly pressed to the skin and there is no contact between both electrodes and the skin. d. not applying enough pressure during treatment. 	<p>Pull out the springs to assure good battery contact</p> <p>Wipe the treated area with a cloth moistened with water and wait a couple of minutes. Test the device in Dose Mode at least 2 minutes. If the device does not switch off, it works OK. Otherwise see b, c and d.</p> <p>Test the device with the built in electrode.</p> <p>Both electrodes (active and passive) have to have firm contact with the skin. When treating with wrong angle causing skin contact only to one of the electrodes, the device is unable to scan and therefore switches off in one minute.</p> <p>The operator needs to apply firm (but not painful) contact with the skin, otherwise the device can't scan the skin and switches off.</p>

Complaint	Possible Cause:	Prevention/Tests/Troubleshooting
Device freezes and can't be turned OFF	<ol style="list-style-type: none"> 1. Poor quality or discharged battery. 2. Device is faulty. 	Replace the battery and reset the device. If the problem persists, return to RITMScenar OKB, Inc for repair.
Sport D – blank screen	<ol style="list-style-type: none"> 1. Needs a reset 2. Device is faulty. 	Reset the device. If the problem persists, return to RITMScenar OKB, Inc for repair.
Sport D – skin contact always ON	<ol style="list-style-type: none"> 1. Device is faulty. 	Return to RITMScenar OKB, Inc for repair
Very low energy level	<ol style="list-style-type: none"> 3. Battery is discharged. 	Replace the battery and reset the device
Odd symbols on the LCD	<ol style="list-style-type: none"> 1. Battery is discharged or faulty. 	Replace the battery and reset the device
The device does not make any sounds	The sound is switched OFF.	To switch it back ON, press Arrow and + buttons simultaneously for couple of seconds
The Device is constantly beeping	Battery is discharged.	Replace the battery and reset the device.
The battery doesn't last long	<ol style="list-style-type: none"> 1. Treating intensively with high power and/or high frequencies 2. Using poor quality batteries 3. Device is faulty 	Normally the battery should last 20-30 hours in basic mode with average power level. Always use good brand batteries such as Duracell, Toshiba, Energizer, etc
No energy on the electrode	<ol style="list-style-type: none"> 1. Battery is discharged. 2. Device is faulty – transformer wires snapped. 	Replace the battery and reset the device. If there are sound and LED/display indications, but no energy, return to RITMScenar OKB, Inc for repair.
Cracks around the build-in electrode	<ol style="list-style-type: none"> 1. Device aging. 2. The device have been dropped. 	If the device is under warranty and there are no signs of physical impact, the casing will be replaced under warranty.
The build-in electrode has changed its color	<ol style="list-style-type: none"> 1. Device aging. 2. The device hasn't been cleaned with alcohol wipe before and after treatment. 	Clean the built-in electrode and add-on electrodes before and after every treatment.

SCENARPro, SCENAR Pro Plus

Complaint	Possible Cause:	Prevention/Tests/Troubleshooting
The device is switching OFF during treatment	<ol style="list-style-type: none"> 1. If there is no long beep when switching off then most likely the battery springs are bent causing intermittent battery contact – see next Fault for more information. 2. If the device makes a long beep and then switches off (stand by mode) possible reasons can be: treating dry skin, not applying enough pressure, treating with incorrect angle or using a faulty electrode. 	<p>Bend out the springs to assure good battery contact</p> <p>Switch OFF the AOFF (Auto switch Off) in Service Menu. Test the device without add-on electrode. If the problem persists return the device to RITMScenar OKB, Inc.</p>
Battery indicator is empty although brand new batteries have been placed	<ol style="list-style-type: none"> 1. One of the batteries is placed with incorrect orientation (+ to + or – to -) – older firmware versions. 	Check the battery orientation
Energy up to 60-70 can't be felt	<ol style="list-style-type: none"> 1. One of the batteries is placed with incorrect orientation (+ to + or – to -) older firmware versions. 	Check the battery orientation
There is a battery leakage	<ol style="list-style-type: none"> 1. One or two of the batteries are placed with incorrect orientation (+ to + or – to -) 2. Charged and partially discharged batteries are mixed in the device 	<p>Check the battery orientation</p> <p>Do not mix different brands or charged and discharged batteries. Use good brands</p>
There is no skin contact	Device needs servicing	Return the device to RITMScenar OKB, Inc.
Device is rattling	Device needs servicing	Return the device to RITMScenar OKB, Inc.
The build-in electrode has changed its color - matt or rough	<ol style="list-style-type: none"> 1. Device aging. 2. The device hasn't been cleaned with alcohol wipe before and after treatment. 	Clean the built-in electrode and add-on electrodes before and after every treatment.
The battery doesn't last long	<ol style="list-style-type: none"> 1. Treating intensively with high power and/or high frequencies 2. Using poor quality batteries 3. Device is faulty 	<p>Normally the battery should last 20-25 hours in basic mode with average power level.</p> <p>Always use good brand batteries such as Duracell, Toshiba, Energizer, etc</p>