

Cleaning Your TheraTapper™

Clean the control box with a damp cloth and mild soap only, as alcohol or other solvents will remove the ink. The pulsers and wires can be disinfected with bleach, alcohol, or antiseptic wipes. Be careful not to get moisture into any openings.

TheraTapper™ Malfunctions

Most problems are easy to diagnose and fix. Check each item below in this order.

1. The unit will misbehave if the batteries lose contact with the battery leads. Open the battery compartment and make sure the batteries are firmly seated.
2. The unit will misbehave if the wires are not firmly inserted into the control box and into each pulser. Check that each wire is firmly inserted.
3. As the batteries get low the unit will begin to behave differently. Try fresh batteries.
4. Over time the black wires wear out. If one or both pulsers fail, try replacing the wire. Your new TheraTapper™ comes with 1 extra set of wires. When you need more wires, you can buy them from us or from stores that sell stereo accessories. Ask for audio cables.
5. When the knobs are set on extreme settings, the unit may appear not to work. Try turning the knobs to the center and turning the TheraTapper™ off and on. Additional help can be found on the website at <https://theratapperinc.com/customer-service/>
6. If your problem is not resolved by one of the above suggestions, please contact us. **You must get a Return Authorization Number** to send it back for repair. See warranty information on reverse side.

When a client wants a TheraTapper™

Many clients who enjoy the TheraTapper™ in your office will want one for home use. It's not appropriate for every client who wants one to own one. We know that some clients can safely use the TheraTapper™ at home for calming and self soothing. For that reason we will sell TheraTappers™ to clients, but only when it's recommended by you - their therapist. Clients may order directly on our website, however, they need to provide the name of their therapist and attest to a proof statement that they have been advised to purchase a TheraTapper from their Therapist and will receive all usage instructions from their Therapist.

Satisfaction Guarantee

If you're not completely satisfied with your new TheraTapper™ you may return it within 30 days for a product refund minus a \$15 restocking fee.

Warranty

A one-year warranty covers manufacturing defects on control box, pulsers, and headsets. Most TheraTapper™ problems can be diagnosed and fixed over the phone. If you suspect your unit needs a warranty repair, you must contact us for a return authorization number.

Need Help? Scan Here:



How to use your TheraTapper™ Plus

Using the Pulsers: Plug the wires into the two pulsers and into the tactile jack on top of the control box. Turn on the box. Invite client to sample the range of pulse length settings—short to long, pulse intensity settings—low to high, and pause-between-the-pulses settings—zero to long. The pulse length and pause settings, in different combinations, create the fast to slow effect. Invite the client to select preferred settings for each knob, then diagram those settings on the outside of the client's folder for future reference. When you turn on the TheraTapper, you'll notice two LEDs lights blinking on and off, giving real time visual feedback about the length and rate of the pulses. Use the tactile feature with or without audio.



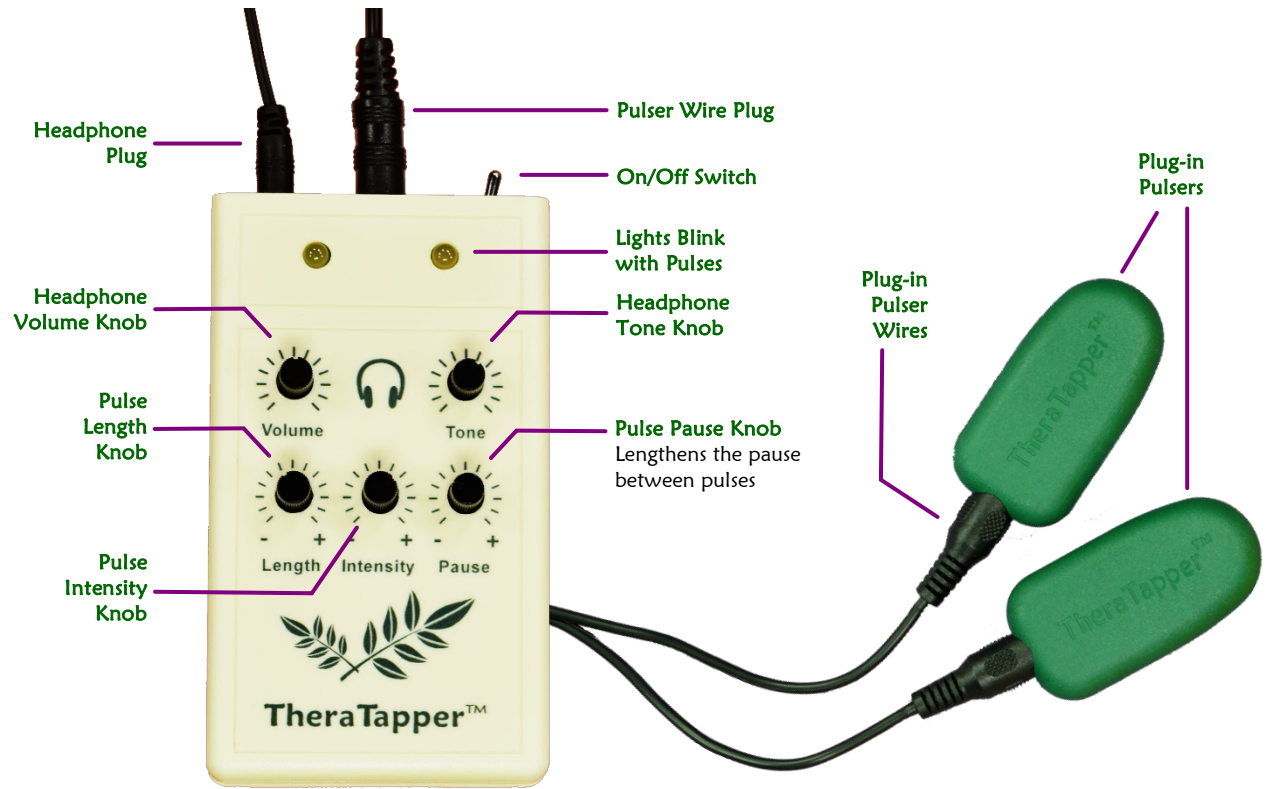
Using the Audio: Plug the headphone wire into the *Audio* jack on top of the control box. Invite your client to sample the volume settings and the tone settings. Invite the client to select preferred settings for volume and tone, then diagram those settings on the outside of the client's folder for future reference. Use the audio feature with or without tactile.



Replaceable Wires

The wire which plugs into the control box and pulsers will eventually wear out, but they can be easily replaced. We sell replacement wires, or you can buy them from stores which sell stereo accessories. Ask for audio cables.

Anatomy of a TheraTapper™ Plus



Your TheraTapper™ Plus comes with a zippered bag, an extra set of wires, and headphones.

