

The logo features a central dark grey circle containing a white stylized pulse waveform. This circle is flanked by two vertical bars: a blue bar on top and a yellow bar on the bottom. Both bars have a jagged, digital-style top and bottom edge. The word "PULSE" is printed in a bold, black, sans-serif font on each bar.

PULSE

PULSE

QUICK START GUIDE

VERSION 1.0

CONTACT US

Telephone: (888) 952-7030

CUSTOMER SUPPORT

Support@pulsepemf.com

WARRANTY & REPAIR

Warranty@pulsepemf.com

WEBSITE

www.pulsepemf.com

TRAINING SITE

PulseCertified.com

CORPORATE OFFICE

34 Center Rd. SE
Cartersville, GA. 30121

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GETTING STARTED

WITH YOUR PULSE SYSTEM

Congratulations and thank you for choosing Pulse for your PEMF needs. For your convenience, we have compiled a library of quick-start resources that will help you get started with your Pulse PEMF Technology. This collection of training and educational opportunities, combined with our Pulse Support System will ensure your successful Pulse PEMF endeavors. Welcome to the Pulse Community!

WELCOME & ORIENTATION

Have you connected yet with our Product Specialists for **Pulse Orientation**? Watch the introduction at vimeo.com/582582072 to see what you can expect from this brief welcome session designed to kickstart your PEMF use with need-to-know info.

Visit calendly.com/pulse-product-specialists/orientation

to schedule your Pulse Human Orientation

OR

Visit calendly.com/pulse-product-specialists-equine/orientation

to schedule your Pulse Animal Orientation

OR

Call **(888) 952-7030**

to connect with a Product Specialist NOW.

PULSE CERTIFIED

Visit www.PulseCertified.com for online training.

Login information was included in your Welcome Email. If you do not have access to that message, please email support@pulsepemf.com to request login credentials, including the following information for each user who will need access:

- Individual's full name
- Email address
- Name of business & Primary Name on Account

IMPORTANT NOTES

Please keep the shipping boxes to ensure safe shipping for any future warranty fulfillment or upgrade options, should they become available. Replacement boxes can be purchased through our warranty department.

For the safest use of full-body accessories, place and use the Total Body Bed on the Massage Table and the Chair Pad on the Rocking Chair. Do not use the Chair Pad on a leather easy-chair, recliner, or any other piece of furniture as a lack of airflow may result in trapped heat.

Do not operate your Pulse Technology near metal. Magnetic fields do not travel through metal surfaces and the use of Pulse systems near significant amounts of metal may cause an uncomfortable pinging sound.

Do not operate your Pulse Technology near potential exposure to liquids. Exposure of the faceplate, vents, or ports to liquid in general can result in internal damage to the machine. While the machine is IN USE, exposure of the faceplate, vents, or ports to liquids can result in **PHYSICAL HARM TO THE USER.**

To protect your PEMF investment against unexpected electrical surges, it is recommended that you use a good surge protector.

For more Getting Started tutorials, unboxing videos, and troubleshooting, visit pulsecertified.com/getting-started-videos. If you have any additional questions, please contact our Product Specialists by calling **(888) 952-7030** and selecting Option #2 or Option #3 or emailing support@pulsepemf.com.

WARNINGS

TEST YOUR OUTLET

FOR OWNERS OF THE PULSE X1 AND PULSE EQ-X1

Please use the outlet tester provided with Pulse X1 or Pulse EQ-X1 it to test the outlet where you will plug in your new machine.

Watch our instructional video at vimeo.com/539829367

SPARK GAP ALERT

FOR OWNERS OF THE PULSE X, PULSE X1, AND ALL PULSE EQUINE MACHINES

Please be aware that your newly purchased machine features our next-generation spark gap, which is controlled by the intensity knob on top of the unit.

The intensity knob on mechanical (spark gap) Pulse PEMF machines such as the Pulse X, Pulse X1 or any Pulse Animal unit are built with a SOFT STOP. For this reason, please exercise caution when turning the dial and **DO NOT USE EXCESSIVE FORCE OR OVERTURN THE KNOB.** Forcing the intensity knob past the SOFT STOP may result in internal part failure due to user error that is not covered by your warranty.

Watch a demonstration at youtu.be/9t1gevJkymQ

ATTENTION: Before starting or resuming a session, please turn the intensity knob counterclockwise until it stops (REMEMBER SOFT STOP!) to ensure the spark gap is closed and avoid a strong pulse.

SURGE PROTECTORS & VOLTAGE

To protect your Pulse PEMF investment from unexpected power surges or faulty wiring, our engineers suggest plugging the machine into a surge protector rated for 15 amps, 125 volts, and a minimum of 900 joules.

In addition, please review the chart below to determine the voltage and breaker size required for your machine

Watch video here: <https://vimeo.com/539829577>

WARNINGS CONTINUED

Pulse XL Pro	Both 110 and 277v 50-60 hz	Up to 4 amps
Pulse X1 and EQ-X1	110 or custom built to 277v 50-60hz	Up to 4 amps
Pulse EQ-XX	110v 60 hz only	Up to 4 amps
Pulse X and EQ-X	110v 60 hz only	Up to 2 amps

INTERNATIONAL POWER CONVERSION PROCESS

1. Plug the Pulse Machine Power Cord into the Surge Protector
2. Plug the Surge Protector into the Step Down Converter (500 Watts Max)
3. Plug the Step Down Converter into the Travel Adaptor
4. Plug the Travel Adaptor into your pretested outlet

Watch video here: <https://vimeo.com/539829284>

A step-down converter for your **Pulse X or Pulse EQ-X** should have the following ratings: 500w Converts 220/277v - 110/120v Pure sine output to protect all devices.

A step-down converter for your **Pulse EQ-XX** should have the following ratings: 1000w Converts 220/277v - 110/120v Pure sine output to protect all devices.

WHAT TO REMOVE PRIOR TO PULSING

Before beginning a Pulse session, remember to remove anything from the User and yourself that might be affected by the magnetic field.

This includes:

- Keys & Key FOBs
- Removable Hearing Aids
- Metal Jewelry
- Credit Cards and Hotel Key Cards
- Belts with Metal Buckles
- Mobile Devices
- ALL External Metal and Electronics
- Concealed Weapons

For animal sessions, nothing needs to be removed—halters, blankets, ID microchips, and collars are safe to pulse with. Simply ensure the animal is relatively clean and dry!

PLEASE NOTE:

Metal screws, plates, and non-electrical implants do NOT contraindicate PEMF. At higher intensities, you may feel the pulse interact with the implanted object, but it is not harmful.

CONTRAINDICATIONS

DO NOT USE PEMF ON HUMANS

who are recipients of an organ transplant, are pregnant, have any implanted electronic devices including pacemakers, defibrillators, or cochlear devices, or are actively bleeding.

DO NOT USE PEMF ON ANIMALS

that are pregnant or have undiagnosed injuries or illnesses, horses exhibiting symptoms of colic, actively bleeding internally or externally including wounds, hematomas, or severe ulcers.

INTRODUCTION TO PULSEFUEL

PROPRIETARY NUTRITIONAL SUPPLEMENT

FULL-SPECTRUM MINERAL AND NUTRIENT SUPPLEMENT SUPPORT

PulseFuel is formulated to provide full-spectrum mineral and nutrient supplementation enriched with fulvic and humic acids. Containing organic vitamins and macro, micro, and trace minerals, PulseFuel...

- Supports hydration^[16,17]
- Boost immune system^[18,19]
- Increase energy levels^[20]
- Enhance nutrient absorption^[21,22]
- Support digestion^[23]
- Promote detoxification^[24]

To locate the citations referenced here, visit info.pulsepemf.com/research.

HOW PULSEFUEL WORKS

1. At times, cells may be penetrated with inorganic toxic substances. These toxins may linger within the cells until they are removed
2. PulseFuel works with PEMF to support cellular membrane permeability and nutrient absorption within cells
3. Some PulseFuel ingredients, such as fulvic acid, bind to the cellular toxins
4. The bound toxins are then released and naturally removed by the body with additional detoxification support from PEMF

Take ½ ounce of PulseFuel with 8 - 10 ounces of liquid twice daily to benefit from the...

- Trace minerals
- Superfood Complex
- Prebiotic Complex and Digestive Sport Blend
- Detox Support Complex
- Joint and Energy Complex
- Amino Acid Complex
- Omega Fatty Acid Blend

HOW TO ORDER PULSEFUEL

PulseFuel is available to all Pulse PEMF owners in a 2 oz. trial size or 32 oz. full size.



TRIAL SIZE	Case of 15 - \$45 Case of 120 - \$360	FULL SIZE	1 bottle - \$29.95 Case of 6 - \$179.70
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To place an order for PulseFuel
please email ordermanagement@pulsepemf.com
or
call (888) 952-7030 and select Option #4.

FOR HUMAN CONSUMPTION.
Only Available Domestically Within The United States.

BLUETOOTH GUIDE

Pulse machine owners who rent their units from Pulse or finance their units through Pulse Manufactured Financing will have a Bluetooth feature that requires syncing the machine each month on the 15th. Please follow the steps below to get started:

1

First, plug the PEMF machine into a wall outlet using the power cord and make sure the cord is plugged into a working electrical outlet. Test the outlet first, either with an outlet tester or by plugging in another reliable electrical device.

2

Make sure you have a strong WiFi or cellular data signal. As a test, type www.pulsepemf.com into your phone browser to see if you can easily access the URL. If you don't have strong WiFi, you won't be able to sync.

**PLEASE
NOTE:**

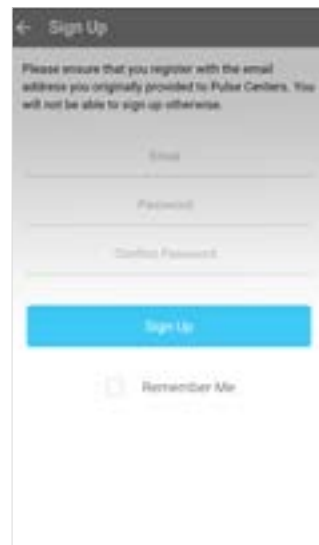
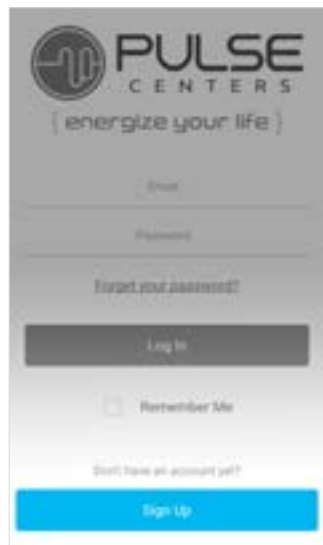
If you are not sure that your cell phone will have wireless connection at your destination, sync your system PRIOR TO traveling to reduce the chances of a failed sync.

3

Double check that you have activated Bluetooth on your phone. If it's off, you won't be able to sync. If you have difficulty finding the bluetooth settings, refer to the Bluetooth Guide for instructions or go to your phone's settings.

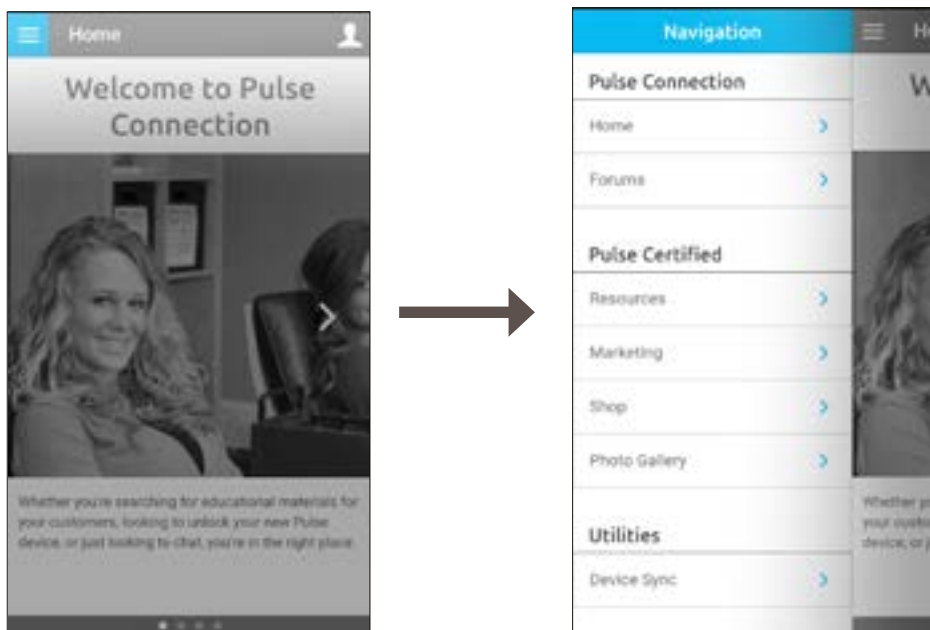
4

Next, download or access the "Pulse Connections App" and click on "Sign Up" to create an account or "Sign In" with your account information (only customers with Android and iPhones can access the app).



5 Next, enter your email address. (Note: This is case sensitive and must match the one that Pulse PEMF has on file, so use the one that you have been receiving communications from Pulse PEMF on). Create a password, confirm the password, and select “Sign Up.”

6 Next, click on the “Menu Bar” - it’s displayed as three small lines located on the top left of the screen.



7 Next, go to the “Utilities” tab and select “Device Sync.”

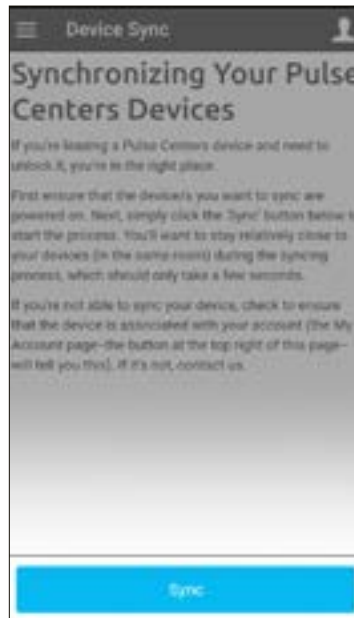


8

Turn on the machine.

9

Select “Sync.”



When syncing your device for the first time, you may need to attempt this process a few times!

**PLEASE
NOTE:**

If you are using the Pulse X, Pulse EQ-X, or Pulse EQ-XX, you will need to have an accessory plugged in all the way for the system to power on.

SYNCHING MONTHLY

Each quarter, on the 15th of January, April, July, and October, you will need to sync your device using the app to ensure it is up to date with your rental or finance agreement.

ONCE YOU HAVE RECEIVED THAT NOTIFICATION, PLEASE FOLLOW THESE STEPS:

1. Plug your Pulse machine into an electrical outlet. Please note that, if you are using the Pulse X, Pulse EQ-X, or Pulse EQ-XX that you will need to have an accessory plugged in all the way for the system to power on.
2. Activate Bluetooth on your phone.
3. Open the Pulse Connection App.
4. Press the menu bar on the top left corner and choose “Device Sync.”

TROUBLESHOOTING ERROR MESSAGES

You may receive one of the following error messages when trying to sync:

- **ERROR MESSAGE:** “Invalid Email Address”
- **TROUBLESHOOTING STEPS:** Make sure you are using the same email address (case sensitive) that Pulse PEMF has on file. If it doesn't match, contact our Product Specialists at support@pulsepemf.com, or call (888) 952-7030 and select Option #7 for Human Support or #8 for Animal Support.
- **ERROR MESSAGE:** “Invalid Password”
- **TROUBLESHOOTING STEPS:** Log into the “Pulse Connections” app and click on “Forgot Your Password?” If this doesn't work, contact our Product Specialists at support@pulsepemf.com, or call (888) 952-7030 and select Option #7 for Human Support or #8 for Animal Support.
- **ERROR MESSAGE:** “Device Not Associated With Your Account”

TROUBLESHOOTING ERROR MESSAGES CONTINUED

- **TROUBLESHOOTING STEPS:** Contact our Product Specialists at support@pulsepemf.com, or call (888) 952-7030 and select Option #7 for Human Support or #8 for Animal Support.
- **ERROR MESSAGE:** “Failed to Initiate Device Scan. The Device was Unable to Begin Scanning for Pulse PEMF devices using Bluetooth LE. Reference Code: Chromium, Zinc or Sulfur”

TROUBLESHOOTING STEPS:

1. Confirm that the “Bluetooth” setting is enabled on your phone.
2. Confirm that the “Location” setting is enabled on your phone.
3. Confirm that you gave the “Pulse Connections App” permission to be used on your phone in “Settings/Apps Management.”
4. Confirm that you accepted the most recent software release or app updates on your phone. (Failure to do so could prevent you from being able to use the Pulse Connections App.)
5. Hard-close the app, restart your phone, and log back into the app to try to sync again.
6. If all of the above have been confirmed and the device still won't sync, contact our Product Specialists at support@pulsepemf.com, or call (888) 952-7030 and select Option #7 for Human Support or #8 for Animal Support.

USE THE COLOR OF THE LIGHT IN THE SYSTEM TO FURTHER TROUBLESHOOT:

- The Bluetooth machine will not display any lights until it has been synced.
- If the machine is synced but not displaying any lights, this means the machine isn't receiving power.
 - Plug the machine into a confirmed working power source.
 - If the green 'on/off' light is off, contact our Product Specialists at support@pulsepemf.com, or call (888) 952-7030 and select Option #7 for Human Support or #8 for Animal Support.

USE THE COLOR OF THE LIGHT IN THE SYSTEM TO FURTHER TROUBLESHOOT (CONTINUED):

NOTE: On a Pulse X or Pulse EQ-X, you should be able to see the Bluetooth board lights through the fan hole. On a Pulse EQ-XX, you may be able to see the Bluetooth board lights blinking if you move the machine to a dark room.

- If it is flashing 'red,' this means it needs to be synced.
- If it is flashing 'blue,' this means the Bluetooth board is synced and the machine should operate.
- If you see a 'green' light, this means the battery is charging. The battery is there to save the date information for when the machine is not connected to power.

PLEASE NOTE:

If you are not using your machine regularly, please allow the Bluetooth system to charge by plugging the machine into a working outlet for at least an hour every week. Always plug your machine into a wall outlet overnight prior to traveling!

If none of the above steps are successful, please contact our Warranty Team at warranty@pulsepemf.com or call (888) 952-7030 and select Option #6.

SYSTEM SYNC TIMING

Once the machine syncs, the Bluetooth will shut off until the expiration date. You will need to re-sync the machine once per quarter, normally between the 14th and 16th of January, April, July, and October. You will not be able to resync until the system resets each month.

WARRANTY & REPAIR

If at any point you experience issues with your Pulse PEMF Machine or Pulse Accessories, our Warranty & Repair Department is here to help. Please follow the troubleshooting steps below.




- Turn your Pulse machine **off and back on**. This is helpful sometimes in resetting minor performance issues and in helping our Warranty & Repair techs to determine the type of issue you are experiencing.
- If you are operating a Pulse X, Pulse EQ-X, or Pulse EQ-XX, accessories and/or dummy plugs must be fully plugged into the machine in order for it to power on.

For a tutorial on how to plug in your accessories,
<https://vimeo.com/539829449>

- Try plugging your machine into **another outlet on a different breaker**. This may resolve performance issues and will help our Warranty & Repair techs to determine whether the problem you are experiencing is power-related.
- If the issue persists, please send an email to **warranty@pulsepemf.com** containing the following information:
 - Your first and last name
 - Your business name or primary name on the account
 - The item you're experiencing issues with (type of machine and/or accessory)
 - A description of the issue you're experiencing
 - Photos and/or videos demonstrating the issue
 - The serial number of any machine(s) and accessories affected by the issue

To find your system's serial number, watch the demonstration at vimeo.com/539829539

or use the chart below.

<p>Pulse XL Pro Pulse X1</p>	<p>The serial number is located on a silver, engraved plate on the backside of the unit (on the same side as the power plug and the time clock) beginning with SN.</p>	
<p>Pulse X Pulse EQ-X Pulse EQ-X1 Pulse EQ-XX</p>	<p>The serial number is located inside the lid plate in the bottom right-hand corner, beginning with SN.</p>	
<p>Accessories</p>	<p>On the plug, use two fingers to flip the gray silicon cover inside out to reveal the black plug, where you'll find a label with the serial number beginning with SN.</p>	

CARING FOR PULSE PEMF TECHNOLOGY

MACHINES

AIRCRAFT-QUALITY ALUMINUM (PULSE XL PRO, PULSE X1)

- Clean with mild soap diluted in water and a soft cloth or sponge. Be careful not to oversaturate the cloth or sponge as water dripping into the vents or faceplate could damage the machine.
- Wipe dust off with a dry cloth.
- Avoid harsh chemicals, petroleum-based cleaners and abrasives, which degrade the quality of the finish, potentially cutting the lifespan of the casing in half.
- Avoid harsh solvents, like acetone, which cause immediate damage to the quality of finish.

PLASTIC PELICAN CASE (PULSE X, PULSE EQ-X, PULSE EQ-X1, PULSE EQ-XX)

- Clean with mild soap diluted in water and a soft cloth or sponge. Be careful not to oversaturate the cloth or sponge as water dripping into the vents or faceplate could damage the machine.
- Pelican does not recommend any harsh chemicals.

VENTS, PORTS, AND FACEPLATES

- Clean frequently using compressed air or a vacuum made for electronics.

ACCESSORIES

TAILS / TUBING

- Clean with Clorox® wipes, Lysol® wipes, or Seventh Generation wipes, then wipe down with a clean water soaked towel. ALWAYS wipe down after use with any type of salves, oils, sprays, or topicals as exposure could cause damage.

LABELS

- Disinfect with alcohol

ULTRAFABRICS®

HUMAN ACCESSORIES AUG 2019 OR AFTER
PET PADS APRIL 2021 OR AFTER

- Wipe up spills as soon as they occur.
- Clean with soap and water.
- Sanitize with 1:5 bleach to water solution.
- For stubborn stains, wipe with isopropyl alcohol as soon as possible.
- Thoroughly rinse all solution residue with clean water.
- AIR DRY!

SILICON CONNECTOR JOINTS ON PULSE ANIMAL LOOPS

Wipe down with alcohol then wipe off residue with a soft cloth, dampened with water.

ACCESSORIES

VINYL

HUMAN ACCESSORIES PRIOR TO AUG 2019

PET PADS PRIOR TO APRIL 2021

- For light soiling, apply 1:9 household liquid dish soap to water solution with a soft, damp cloth. Rub gently and rinse with a water-dampened cloth.
- For heavy soiling, apply 1:1 industrial all-purpose cleaner (Formula 409® or Fantastik®) to water solution with a soft, damp cloth. Rub gently and rinse with a water-dampened cloth.
- For difficult stains, apply 1:9 household bleach to water solution with a soft, white cloth. Rub gently and rinse with a water-dampened cloth to remove all bleach concentration.
- Do NOT use alcohol-based cleaning agents!

PULSE CERTIFIED

EXCLUSIVE OWNER EDUCATIONAL PORTAL

Email support@pulsepemf.com to receive login credentials to PulseCertified.com, where you'll find...

- Virtual **Training** opportunities
- Under the **Resources** section...
 - **The Science Behind PEMF** brochure, a deep-dive into the rich history of electromagnetic field technology and the studies that support the wellness benefits of PEMF
 - Information and guidelines from our **Pulse Focused Language initiative**
 - Useful **Templates and Examples** like our Session Tracker, Informed Consent Form, and Model Release Form
 - **Sample Documents** to guide you in announcing PEMF in your business, explaining PEMF to a new customer, setting up a membership program, and renting out your Pulse PEMF machine
- **Webinars** to deepen your understanding of the body (human and animal!) and equip you with business and wellness tools
- **Accessory Positions** you can implement in your session plans TODAY
- Access to our **Print Portal**, where you'll find flyers, brochures, and templates for marketing your PEMF business
- Under **Shop**, access to our Pulse or Pulse Animal Gear Shop, where you can order T-shirts, hats, koozies, and more branded with our logos

ORDER YOUR MARKETING MATERIALS

1. Visit pulsecertified.com/pulse-shops.
2. Select **Pulse Gear** or **Pulse Animal Gear** for T-shirts, caps, koozies, and more swag items.
3. Select **Pulse Marketing** or **Pulse Animal Marketing** to order brochures, posters, signs, and other printed materials.

The selected marketing materials will be printed with your customizations and delivered directly to you!

TRAINING

We provide our Pulse PEMF Professionals a complete virtual training to develop their knowledge and effectiveness with their Pulse PEMF technology. The virtual training program and all educational resources are available on pulsecertified.com. Your login credentials are included in your Welcome Letter. If you do not have access to this message, simply email support@pulsepemf.com with your full name, email address, and the name of your business or primary name on your account.

PULSE HUMAN TRAINING COVERS...

- Introduction to Pulse Human technology
- Direction of the magnetic field
- The Whole Body approach and Pulsing the Pathway
- Pulse Focused Language
- Setting expectations for users
- The full array of tried-and-true positions for PEMF on human users

PULSE ANIMAL TRAINING COVERS...

- Best practices and language
- Introduction to anatomy and biomechanics
- Flow of a basic equine session
- Additional positions to elevate your sessions
- Selecting the best accessories
- PEMF science and education
- Mitigating detox effects and abnormal tissue responses

BRAND USAGE

MARKETING DO'S AND DON'TS

These guidelines serve to advise owners of Pulse technology on marketing the use of Pulse PEMF systems while protecting the trademarks of the manufacturer. These properties include the Pulse logos and company names as well as photo, video, and written content generated by Pulse. Visit the **Resources** section of Pulse Certified for the full [Brand Usage Guidelines](#) document.

MARKETING DON'TS	MARKETING DO'S
State or imply that you own or operate a “Pulse Center” or “Pulse PEMF” location or otherwise brand your company with Pulse’s company names.	Create your own unique company name and register your business appropriately
Plagiarize content from the Pulse’s websites, blog, videos, social media content, and/or any other marketing collateral	Use the content on the Pulse websites for inspiration
Alter Pulse printable or downloadable marketing collateral in any way	Display unaltered Pulse marketing collateral on your digital platform(s) and in your physical location(s) (Regularly verify the items are still in use and proactively remove any out-of-date content!)
Use, copy, recreate, or mimic the Pulse logos	Utilize the “PEMF Powered by Pulse” logo or sticker we provide you with
Remove, cover, or obscure the Pulse PEMF logo on your Pulse machine	Proudly display the logos on your Pulse machines!
Display Pulse’s images that include people or animals on your website, collateral, or in your physical location(s)	Display images of machine and accessories provided to you by Pulse
Use icons, original graphics, or text created and/or distributed by Pulse for your own marketing purposes	Take photos of your clients utilizing the technology in your place of business with proper permission from those individuals
Download or alter videos created by Pulse in any way	Use the “share” and “repost” features on social media to display graphics and text created by Pulse on your business pages
Alter and/or distribute Pulse’s social media posts as if the content were your own	Share and embed links to Pulse videos (Regularly verify that the videos are still active and proactively remove any out-of-date content!)
Alter and/or distribute Pulse’s social media posts as if the content were your own.	Use the “share” and “repost” features to share these posts with your audience
Publicly share content posted by Pulse that was initially posted by the company in a private social media group	Respect the privacy of Pulse AND others in private social media groups

USER GUIDES



<https://tinyurl.com/bp3upaha>



<https://tinyurl.com/v8ezxuc>



<https://tinyurl.com/kydu755s>



<https://tinyurl.com/9f9fafsb>



<https://tinyurl.com/e7sajust>



<https://tinyurl.com/5ce4f32j>