








Urgent[®] PC

NEUROMODULATION SYSTEM

Urgent[®] PC Treatment Trouble-shooting Guide

Consult the Instructions for Use and Urgent PC training for detailed information on the use of the Urgent PC Neuromodulation System.

Issue	Potential causes and solutions
<p data-bbox="212 506 479 596">Stimulator not recognizing Lead Set at Start-up</p> 	<p data-bbox="505 485 727 512">Potential Causes:</p> <ul data-bbox="505 520 1435 642" style="list-style-type: none">• Lead Set is not new. A fuse within the Lead Set prevents it from being used more than once.• Lead Set is not inserted correctly.• Lead set is faulty. <p data-bbox="505 674 813 701">Corrective Action Steps:</p> <ol data-bbox="505 709 1468 915" style="list-style-type: none">1. Power off Stimulator. Make sure the Lead Set is fully inserted into the Stimulator. Power Stimulator back on.2. If this doesn't work, power off Stimulator. Disconnect Lead Set from Stimulator and reinsert. Power Stimulator back on.3. If this doesn't work, restart process with a new Lead Set.4. If a new Lead Set does not resolve the issue, contact Cogentix Medical Customer Care.
<p data-bbox="224 989 467 1045">Stimulator stopped mid-treatment</p> 	<p data-bbox="505 968 727 995">Potential Causes:</p> <ul data-bbox="505 1003 1451 1150" style="list-style-type: none">• The patient moved their leg. Movement may disrupt the electrical circuit. The Stimulator recognizes an incomplete circuit and treatment ceases immediately.• The STOP button was pressed.• Stimulator was not transferred out of TEST mode into THERAPY mode. <p data-bbox="505 1182 813 1209">Corrective Action Steps:</p> <ol data-bbox="505 1218 1451 1377" style="list-style-type: none">1. If Stimulator stops during TEST mode:<ul data-bbox="553 1247 1094 1274" style="list-style-type: none">• Restart TEST mode with current Lead Set.2. If Stimulator stops during THERAPY mode:<ul data-bbox="553 1304 1451 1377" style="list-style-type: none">• <1 minute in THERAPY mode, restart TEST mode with current Lead Set.• >1 minute in THERAPY mode, you will need a new Lead Set.
<p data-bbox="245 1459 448 1516">Unable to insert Lead Set</p> 	<p data-bbox="505 1438 727 1465">Potential Causes:</p> <ul data-bbox="505 1474 1468 1621" style="list-style-type: none">• Something is stuck in the pin area of the connector guide.• You have an older device. Older devices may not contain a connector guide to assist in the alignment of the lead set into the stimulator. Without this connector guide, the pins are prone to bend.• The glue holding the connector guide may have failed. <p data-bbox="505 1652 797 1680">Corrective Action Step:</p> <ol data-bbox="505 1688 1045 1715" style="list-style-type: none">1. Contact Cogentix Medical Customer Care.

<p>Current will not exceed level #4</p> 	<p>Potential Causes:</p> <ul style="list-style-type: none"> • There is an incomplete electrical circuit. • The Lead Set wires have been separated by the user. Pulling wires apart too far or too quickly may damage internal wiring. <p>Corrective Action Steps:</p> <ol style="list-style-type: none"> 1. Make sure the surface electrode is properly adhered on the bottom of the foot. Clean and dry area prior to electrode placement. 2. Check the placement of the Needle Electrode. <ul style="list-style-type: none"> • Angle: 60 degrees, pointed towards head • Depth: ~3/4" (half of bottom portion) inserted • Near tibial nerve: 3 fingers from ankle bone, 1 finger behind tibia 3. Check the connection of the electrode clip onto the needle electrode. 4. If this does not resolve the issue, restart treatment. A new Lead Set may be required if you have entered TEST mode 5 times or have been in THERAPY mode for more than 1 minute.
<p>Service icon appears</p> 	<p>Potential Causes:</p> <ul style="list-style-type: none"> • Pressing multiple buttons at one time may produce a false error. • Internal error within Stimulator. <p>Corrective Action Steps:</p> <ol style="list-style-type: none"> 1. Restart setup for treatment, taking each step at a slower pace. 2. If this does not resolve the issue, contact Cogentix Medical Customer Care.
<p>Stimulator will not power on</p> 	<p>Potential Causes:</p> <ul style="list-style-type: none"> • Power button wasn't held down long enough. The Power button is a press and hold button. • The Stimulator doesn't have sufficient battery power. <p>Corrective Action Steps:</p> <ol style="list-style-type: none"> 1. Hold for 2 seconds, listen for auditory signal. 2. Make sure the battery has a sufficient charge to operate the stimulator. 3. Ensure the battery is installed in the correct orientation. 4. If this does not resolve the issue, contact Cogentix Medical Customer Care.
<p>Stimulator will not go into</p>  <p>TEST or THERAPY</p>	<p>Potential Cause:</p> <ul style="list-style-type: none"> • The button wasn't held down long enough. The buttons for initiating TEST and THERAPY mode are press and hold buttons. <p>Corrective Action Steps:</p> <ol style="list-style-type: none"> 1. Hold button for at least 2 seconds, taking care to only press one button at a time. 2. Listen for auditory signal.
<p>Rattle in Stimulator</p>	<p>Potential Cause:</p> <ul style="list-style-type: none"> • The glue holding the connector guide may have failed. <p>Corrective Action Step:</p> <ol style="list-style-type: none"> 1. Contact Cogentix Medical Customer Care.

For treatment-related questions, contact your area manager or Cogentix Medical Customer Care at 866.258.2182



Urgent PC is indicated for the treatment of Overactive Bladder and associated symptoms of urinary urgency, urinary frequency and urge incontinence. Contraindications: patients with pacemakers or implantable defibrillators, patients prone to excessive bleeding, patients with nerve damage that could impact either percutaneous tibial nerve or pelvic floor function, or patients who are pregnant or planning to become pregnant during the duration of the treatment. Precautions: Exercise caution for patients with heart problems related to pacing. Most patients don't experience side-effects. If side-effects occur, they are typically temporary and include mild pain and skin inflammation at or near the stimulation site. Caution: Federal law (USA) restricts this device to sale by or on the order of a physician. For complete instructions for use, storage, warnings, indications, contraindications, precautions, adverse reactions and disclaimer of warranties, please refer to the insert accompanying each product or online at www.cogentixmedical.com. Urgent is a registered trademark of Cogentix Medical, Inc. © 2015 All rights reserved. 20310C 10/15

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