

MoonPulse

Your body leads, MoonPulse Follows

Transcutaneous Electrical Nerve Stimulator

User Manual

Welcome

Product: Transcutaneous Electrical Nerve Stimulator | Model: KTR-2402

MoonPulse is designed to bring a calm and easy comfort ritual into your day.

This guide helps you get started, understand the controls, and care for your device with confidence.

Recommended placement: lower abdomen or lower back. Use on clean, dry skin and begin with a gentle intensity level for a comfortable start.

Intended Use

For temporary relief of pain associated with sore and aching muscles in the shoulder, waist, back, neck, upper extremities (arm) and lower extremities (leg) due to strain from exercise or normal household work activities.

For temporary relief of pain associated with dysmenorrhea (menstrual cramps) when used with over-the-counter pain medications.

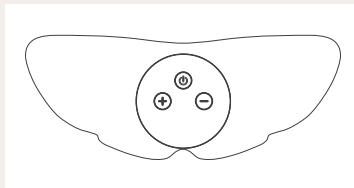
Intended Users

Adults aged between 18 and 60.

Indication

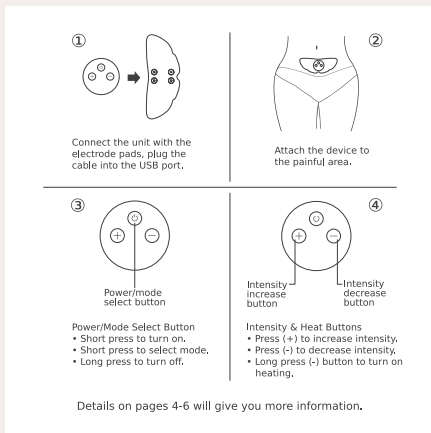
Transcutaneous Electrical Nerve Stimulator are suitable for acute and chronic neck pain, chronic low back pain, hemiplegic shoulder pain, fibromyalgia, and menstrual pain.

It can act on the neck, shoulders, abdomen, waist, arms, lower limbs, and joints.



Round control unit with flexible gel pads.

1. Quickstart Guide



Button	Function
Power/mode select button	Short press: power on / change mode. Long press: power off.
+	Increase intensity level.
-	Decrease intensity. Long press: heating function.

2. Modes and Comfort Levels

Mode Selection

The device features three distinct comfort modes.

Short-press the Power/Mode button [M] to cycle through them.

Default State: Upon power-on, the device automatically starts in Mode 1.

- Mode 1: The main unit emits a single "beep" and the indicator light flashes once (30-minute automated session).
- Mode 2: The indicator light flashes twice (60-minute automated session).
- Mode 3: The indicator light flashes three times (60-minute automated session).

Indicator light	Meaning
1 flash	Mode 1
2 flashes	Mode 2
3 flashes	Mode 3
Light blue	Heating on
Dark blue	Heating off

Heating Function

By default, the heating function is deactivated upon power-on. Long-press the Intensity Decrease  button to cycle through the heating levels (Levels 0–2)

Level 1 (Low Temperature): Long-press  once to activate. The operation indicator light will turn light blue.

Level 2 (High Temperature): Long-press  again to switch. The buzzer will emit two beeps.

Heating Off (Level 0): Long-press  a third time to turn off heating. The indicator light will return to dark blue.

3. Charging and Battery

- A full charge takes about 2 hours.
- A fully charged battery runs for about 3 hours.
- Connect the USB cable to a standard 5 V / 500 mA USB power source.
- The green light flashes while charging and stops flashing when charging is complete.
- If the device beeps three times, recharge the battery soon.
- Do not use the product in environments above 45°C, as this may affect battery performance and life.

Item	Detail
Battery	Rechargeable lithium battery, 3.7 V / 900 mAh
Input	5 V DC / 500 mA
Typical runtime	Approx. 3 hours
Charge time	Approx. 2 hours

Smart Auto-Off Feature

Note: To preserve battery life, if the main unit remains idle (no stimulation or button activity) for 60 seconds after being turned on, it will automatically shut down.

4. Applying the Gel Pads

How to use an extra electrode gel patch

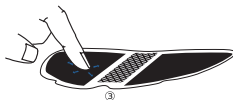
- First, peel off the blue protective film of the gel patch, but do not remove the transparent protective film (as shown in Figure ①).



- Attach the gel patch to the black conductive area of the electrode pad (as shown in Figure ②).



- Ensure the gel patch is fully adhered to the conductive area. If air bubbles appear, gently press the transparent film with your fingertips to smooth them out (as shown in Figure ③).



- Before use, peel off the transparent protective film (as shown in Figure ④). After use, reattach the transparent film for storage.



Gel pad application steps

5. Care and Maintenance

- Wipe the device body with a soft, lightly damp cloth. Dry after cleaning.
- Clean the pads gently with a soft cloth. If needed, lightly wipe with 75 percent alcohol.
- Do not use paper tissues or rough cloth on the pads, as this reduces adhesive performance.
- Store the device in a dry, ventilated place away from direct sunlight and heat.
- Handle with care and avoid heavy impact or strong shaking.
- Do not disassemble or repair the device by yourself.

Product life and replacement

- Device shelf life: 3 years.
- Gel pad usable life: up to 80 uses, depending on care and storage.
- Please follow local disposal guidance when the battery, pads, or device can no longer be used.

6. Safety Notes

For a simple, premium user experience, we have kept these safety notes short. Please read them carefully before use.

- Use on clean, dry skin only. Do not use while bathing, sweating heavily, or sleeping.
- Do not place the device across the chest, on the front of the neck, on the head, near the eyes, inside the mouth, or on broken or irritated skin.
- Do not use while driving or during active movement that could distract you.
- Children and anyone with reduced sensitivity or limited communication ability should use only with close adult supervision.
- If you are pregnant, have a pacemaker, epilepsy, heart conditions, recent surgery, active skin infection, or metal allergy, ask a qualified healthcare professional before use.
- Stop use if you feel unwell or if skin irritation occurs.
- Do not use the product in environments above 45°C as this may affect battery performance and life.

7. In the Box and Product Details

In the box

- MoonPulse main device x1
- Electrode pads x2
- USB charging cable x1
- User manual x1

Product detail	Value
Model reference	KTR-2402
Intensity levels	30 levels
Pulse frequency	1–100 Hz
Pulse width	120–260 μs
Heating range	38–45°C
Device size	57 × 57 × 17.8 mm
Operating environment	5–40°C, 0–80% RH, 700–1060 hPa
Storage environment	–25 to 55°C, 0–93% RH, 700–1060 hPa
Safety Classification	Internal Power Source, Type BF Applied Part

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8. Compliance Summary

Safety Precautions

- Use only on clean, dry skin. Do not use while bathing, sweating heavily, or sleeping.
- Do not apply across the chest, on the front of the neck, on the head, near the eyes, inside the mouth, or on broken / irritated skin.
- Stop use if discomfort or skin irritation occurs.
- Children and users with reduced sensitivity should use only with close adult supervision.
- If pregnant, or if you have a pacemaker, epilepsy, heart conditions, recent surgery, or active skin issues, seek professional advice before use.

Product Maintenance

- Clean the device body with a soft, lightly damp cloth and dry thoroughly.
- Clean pads gently; if needed, wipe lightly with 75% alcohol. Do not use rough cloth or paper tissues on pads.
- Store in a dry, ventilated place away from direct sunlight, heat, and strong electromagnetic sources.
- Do not disassemble, modify, or repair the device yourself. Check pads and cables before each use.

Standards & EMC (Short Form)

- Designed for home healthcare environments.
- Use only specified charging cables and accessories.
- Keep at least 30 cm away from portable RF communication equipment when possible.
- Conforms to rigorous global safety and EMC standards, including IEC 60601-1, IEC 60601-1-11, IEC 60601-2-10, and IEC 60601-1-2.
- Safety classification: internal electric source class and type BF equipment.

9. Graphic Symbols

Symbol	Explanation
	Production Batch
	Product catalogue reference code
	Manufacturer (Regulation (EU) 2017/745 for Medical Devices)
	DATE OF MANUFACTURE. This symbol shall be accompanied by a date to indicate the date of manufacture
	Caution
	Applied part of type BF
	European Authorized Representative
	Symbol for CE Mark. This symbol certifies that a product has met European Union consumer safety, health, or environmental requirements..
	CE marking with the Registration Number of the Notified Body. Regulation (EU) 2017/745 for Medical Devices.
	Level of protection against the insertion of solid bodies of size/diameter ≥ 12 mm and liquids in the presence of dripping water when tilted at 15° compared with product.s.
	Refer to instruction manual/ booklet
	Medical device

10. Safety Precautions

- The manual said that the purpose of warning sign and legend is safe and proper using the product by yours, and prevents the harm to you and others.
- The warning sign and legend as well as their meaning is as follows:

Warning Sign	Meaning
 Using contraindication	It shows that it will appear the dangerous of casualties or serious injury in the error use.
 Warning	It shows that it will appear the possibility of casualties or serious injury in the error use.
 Attention	It shows that it will appear the possibility of personal injury or damaged goods in the error use.

 Attention	
• The therapeutic apparatus cannot be used with the HF apparatus to avoid burns or damaged apparatus • If the patient himself uses the therapeutic apparatus and HF apparatus at the same time, the part of massage plate may cause burns on apparatus, it may also damage the apparatus; • If use the apparatus near (1 meter) the short wave or microwave therapeutic apparatus, the output of apparatus may be instability. • It will increase a danger of heart fibrillation by using electrode pads close to the chest. • Do not modify this equipment without authorization of the manufacturer • When need replacing the lithium batteries, please contact aftersales staff designated and authorized by the manufacturer directly, its accessories shall not be replaceable. • Product battery replacement should be replaced by professional maintenance staff, otherwise it will produce risk. • Shall not make personnel can no longer take care of themselves, infant, or not sensitive person use.	

10. Safety Precautions

Attention

- Simultaneous connection of a patient to a high frequency surgical ME equipment may result in burns at the site of the stimulator electrode pads and possible damage to the stimulator.
- Operation in close proximity (e.g. 1 m) to a shortwave or microwave therapy ME equipment may produce instability in the stimulator output.
- Application of electrode pads near the thorax may increase the risk of cardiac fibrillation.
- Advice that stimulation should not be applied across or through the head, directly on the eyes, covering the mouth, on the front of the neck, (especially the carotid sinus), or from electrode pads placed on the chest and the upper back or crossing over the heart.
- Prevent inhalation or accidental swallowing of small parts (including 3*AAA LR03 battery).
- Prevent sharp parts from damaging the product.
- Do not use accessories not specified by the manufacturer.



Using contraindication

Pregnant women , person with sensitive skin, heart disease, abnormal blood pressure, malignant tumors, cerebrovascular patients , patients with acute disease or other person treated by doctor must consult a doctor rear can use this product.



- It is contraindicated for use by those who has a skin perceptual disturbance or is not sensitive about the heat.
- It is prohibited to use when bathing, sweating and sleeping.
- The patient with cerebral hemorrhage: It should be disabled in unsteady phase; the person who has sequela must be used under supervision of doctors.
- It is contraindicated for use by those who has purulent inflammation, acute blood poisoning and continuous hyperpyrexia.
- It is contraindicated for use by those who has acute cardiovascular and cerebrovascular diseases.

Please stop using it immediately to the doctor to consult when unwell felt or skin complaint in the process of use.



10. Safety Precautions



Precautions

Please do not use in the parts which is nearest heart, head, eyes, front neck (especially the carotid artery), lower back, oral cavity or pudendum, skin disease.



Using contraindication

- It should be shut down then using again when the apparatus is moved or changed the therapeutic parts in the using process, otherwise there will be a strong stimulation.
- It is not permitted to give children or people who were no ability to express consciousness to use.
- If you feel unwell because of using the product, please stop using it immediately to the doctor consult.
- Please pull up the power plugs when you are done or do not use the product.
- Do not used in conjunction with other medical electronic devices, such as cardiac pacemaker, artificial heart and lung and other medical electronic devices with fuels life, electrocardiograph and other medical electronic devices, otherwise it will lead to danger.
- Do not use the product in the place where is direct sunlight, high heat, inflammable, electromagnetic radiation and humid.
- Do not disassemble, repair and transform the therapeutic apparatus, otherwise cause failure or get an electric shock accident.
- The therapeutic apparatus should be placed in the position which is easy to move the plugs to use, it is easy to move the plugs in emergency circumstances.
- Check the equipment before each use to avoid the exposed wires caused by accidental damages or other reasons.
- Dust may affect the performance of the unit, please use a dry soft cloth to clean the device as needed.



Please check whether the electrode is loose before each use, otherwise it may have adverse effects on performance or cause other problems.

The patient should be the intended operator.

Please do not maintain or repair the equipment during use, or it may cause danger.

11. Notes

Use this space to track your relief journey, comfort rituals, or cycle patterns.

[illegible]

12. Troubleshooting & Support

No Stimulation Felt?

Ensure the electrode gel pads are directly and fully adhering to clean skin. Check that no clothing, thick body hair, or the plastic protective film is blocking the conductive area.

Unresponsive Buttons?

If the device becomes unresponsive, allow it to shut down automatically after 60 seconds, or wait a few moments before turning it back on to reset the system.

If the issue persists, contact hello@trymoonpulse.com for support.

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