

truvaga™



User Manual

For your safety, always read the user manual carefully before using.

64000-00177 Rev 4 Rel 08/25

About Truvaga 350

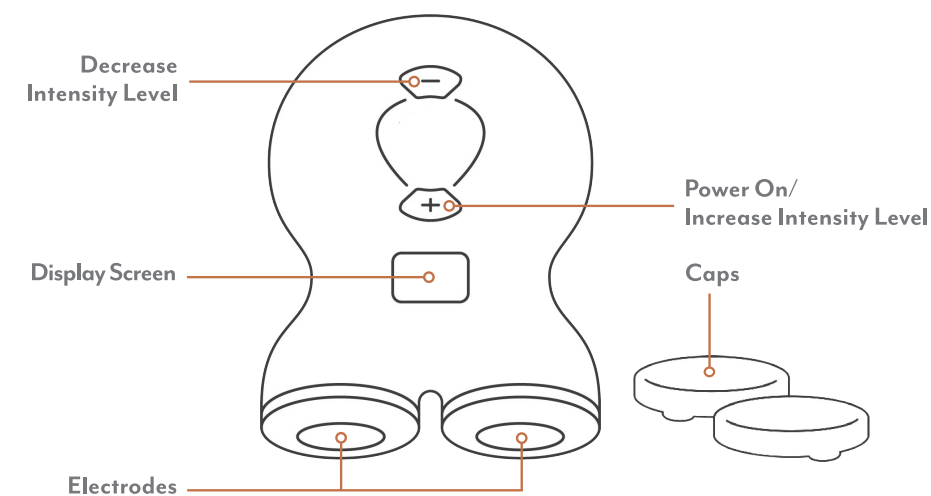
Truvaga 350 is a handheld wellness device designed to help you feel calmer, think more clearly, and sleep more deeply, naturally. It uses gentle electrical stimulation to activate the vagus nerve, helping your body shift out of stress (fight-or-flight mode) and into a state of balance (rest-and-digest mode).

In just 2-minute sessions, Truvaga 350 supports:

- Less stress
- Better sleep
- Sharper focus
- More calm

Safe, non-invasive, and easy to use, Truvaga 350 fits into any daily routine. For best results, use consistently, twice a day. Over time, the benefits build and last.

Get to know your Truvaga 350



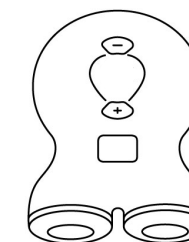
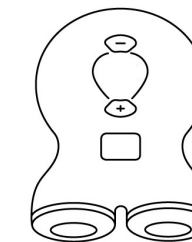
Using your Truvaga 350

Truvaga 350 can be used anytime, but we recommend at least twice a day, once in the morning and once at night. If you're experiencing a particularly stressful day, trouble sleeping, or difficulty focusing, you can use it as needed, up to 24 times per day.

For best results, use Truvaga 350 consistently. Some users feel noticeably calmer within the first 7 days, but the greatest benefits, like deeper relaxation, improved focus, and better sleep, typically build over 30 days with regular use.

NOTE: Truvaga 350 comes preloaded with 350 sessions.

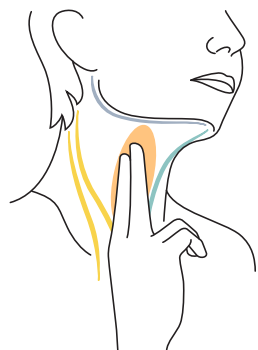
One 2-minute session in the morning



One 2-minute session in the evening



Step 1: Find your vagus nerve

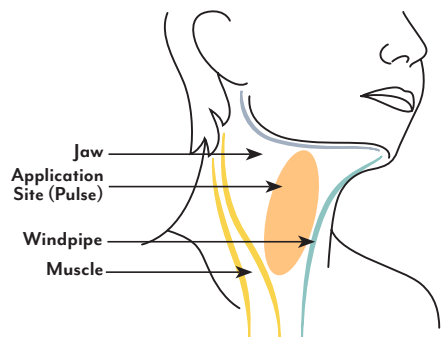


- Find your vagus nerve by placing two fingers on either side of your neck to locate your pulse. Your vagus nerve passes through the neck in this area.

- Make sure your neck is clean, dry, and free of barriers such as jewelry.

- With Truvaga 350 off, remove caps and practice placing it in this location.

- Make sure to place Truvaga 350 vertically so the electrodes are one above the other, in the exact spot you found your pulse.



Truvaga 350's electrodes should line up with the following landmarks:

- Just below the lower jaw (grey)
- Over the pulse; this is the application site (orange)
- Lined up next to the windpipe (blue)
- In front of the large muscle at the side of the neck (yellow)

Step 2: Prepare your Truvaga 350

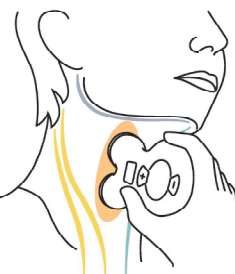


- With Truvaga 350 off and the caps removed, apply a small (pea-sized) amount of the provided gel to both electrodes.

NOTE: Only use Truvaga 350-supplied gel. Please visit [Truvaga.com](https://www.truvaga.com) to purchase more gel, if needed.

- Power on your Truvaga 350 by pressing the (+) button. Your Truvaga 350 will beep once and a green light will illuminate, indicating it's on.

NOTE: The display screen will indicate the number of sessions remaining (each Truvaga 350 comes with 350 sessions).



- Position Truvaga 350 vertically on your neck as you practiced earlier. Both electrodes must be completely in contact with your skin for Truvaga 350 to effectively activate your vagus nerve.

Step 3: Start your session

- Keeping the electrodes firmly against your neck, increase the intensity (with the (+) button) until you notice a tingling sensation or a slight muscle contraction at the corner of your mouth.

- You should feel a tingling sensation that is strong but comfortable, this is typically felt between intensity levels 15-25.

- During your session, you can make small adjustments to the intensity level and placement, as needed.

- Placement: If you don't feel a lip-pull or slight muscle contraction when using Truvaga 350, make small adjustments to the placement on your neck until you do. It can make all the difference.

- Intensity Level: You can increase or decrease the intensity level by pressing the (+) or (-) buttons.



- Once you've found the right location and intensity level, hold Truvaga 350 in place until it beeps twice. This indicates the end of your 2-minute session. Truvaga 350 will automatically turn off after your session.

- When finished, remove Truvaga 350 from your neck and wipe off any remaining gel on Truvaga 350 and your neck using a soft cloth or tissue. Replace the caps, and you'll be ready for your next session.

Helpful Tips

- You will likely feel muscle contractions at the application site and may experience a lip pull. These are normal and should stop after the session is complete. If muscle contractions are too strong or uncomfortable, try:

- Lowering the intensity level by pressing the (-) button
- Repositioning the electrodes on the neck over the pulse and slowly increasing the intensity level again by pressing the (+) button

If the intensity level is still too strong, stop the session and turn Truvaga 350 off by pressing and holding the (+) and (-) buttons.

- Truvaga 350 has a limited number of sessions.

- The number of sessions remaining can be viewed by turning on Truvaga 350.
- Increasing the intensity level past 3 will start a session.
- There is a delay feature to prevent accidental starts.
- Attempting multiple sessions in a row will result in Truvaga 350 not turning on immediately. To resolve, wait 10 seconds before turning it on again.

- You may need to apply additional gel between sessions.

- You should not use soap, hand sanitizer, detergents, or other cleansers when cleaning Truvaga 350.

For more assistance, visit [truvaga.com/support](https://www.truvaga.com/support)

Schedule a Complimentary Training

Proper placement is imperative to maximizing potential benefits, schedule a complimentary one-on-one training by calling **800-643-2036** or visiting **[calendly.com/truvaga](https://www.calendly.com/truvaga)**.

Display Icons

Icon Description	Icon	Example Display	Description
Sessions Remaining			9 sessions remaining
Intensity Level			Intensity level is at 20
Unlimited Days			Unlimited days. Display will always show “365”until it stops delivering sessions
Intensity Level at Last Use			Last delivered intensity level was 20

Troubleshooting

- **Truvaga 350 does not turn on** – Restart your Truvaga 350 by pressing and holding the (+) and (-) buttons at the same time for 10 seconds and then release. Wait 5 seconds and turn on again. If Truvaga 350 still does not turn on, contact us.
- **Flashing green light with “Err” code** – Restart your Truvaga 350 by pressing and holding the (+) and (-) buttons at the same time for 10 seconds and then release. Wait 5 seconds and turn on again. If Truvaga 350 still displays “Err”, contact us.
- **Flashing green light with “Lo” code** - Your battery may be low which likely means you have used up most of your 350 sessions. You can continue to use your Truvaga 350 until all sessions are done.
- **Flashing green light with “O” code** - Congratulations, you’ve successfully used all 350 sessions! It’s time to order your next Truvaga 350 on truvaga.com. If you have any questions or need support, please contact us.

Warnings and Precautions

- WARNINGS**
- Do not use Truvaga 350 if:**
 - You have an active implantable medical device, such as a pacemaker, hearing aid implant, or any implanted electronic product.
 - You are using another product at the same time (e.g., TENS Unit, muscle stimulator).
 - You are driving, operating machinery, or during any activity that may put customer at risk of injury.
 - You are in the presence of strong electromagnetic fields, such as MRI scanners.
 - You are in an explosive atmosphere or in the presence of flammable gas mixtures.
 - You have an open wound, rash, infection, swelling, cut, sore, drug patch, or surgical scar(s) on the neck at the application site.
 - You have wet skin, are in the water, or just stepped out of the water (e.g., shower, bath, pool).

- It is not recommended to use Truvaga 350:**
- If you have had surgery to cut the vagus nerve at the neck as it may not be effective.
 - If you are younger than 12.
 - If you are pregnant or breastfeeding.
 - More than 24 times a day.

- PRECAUTIONS**
- Truvaga 350 should be used only as described in the User Manual.
 - Only use a Truvaga 350-supplied conductive gel.
 - Do not apply Truvaga 350 across or through the head, directly on the eyes, covering the mouth, on the chest, on the upper back, or over the heart.
 - Do not use Truvaga 350 if there are signs of damage or defects.
 - Do not use if the light is flashing green and “Err” is displayed on the screen when the product is turned on.
 - Do not submerge Truvaga 350 in water; it is not water resistant.
 - Store in a safe location out of reach of children.

Status Indicators

Status	Light	Display			Sound	Action
Start Up / Ready for Use	Green Light On	1. Unlimited Number of Days 2. Sessions Remaining			1 short beep after power ON	Follow User Manual
						
In Use	Green Light On	Intensity Level (min 1 – max 40)			Short beep each time intensity level is increased/decreased	Follow User Manual
						
Session Complete	None	1. Unlimited Number of Days 2. Number of Sessions Remaining 3. Last Intensity Level Used			2 short beeps	Follow User Manual
						

Potential Adverse Reactions

Users with sensitive skin may experience application site discomfort, irritation and/or redness. If you experience light-headedness, dizziness, chest pain, excessive skin irritation, local pain, face/ head/neck area (including toothache), excessive muscle twitching, tingling, contractions, or other adverse reactions, DISCONTINUE USE. These reactions typically resolve after the session is complete; however, if it persists after the session, consult your physician.

Handling Conditions

- Operating/Storage/Transport Conditions**
- Store at room temperature away from moisture
 - Range: 32°F to 100°F (0°C to 38°C)
 - Do not expose gel to direct sunlight

- Service Life**
- The service life of Truvaga 350 is 1.5 years after the date of manufacture.
 - The expiration date of the conductive gel is 5 years after the date of manufacture.

Ordering Instructions

Please visit [Truvaga.com](https://truvaga.com) to purchase a new Truvaga 350, learn more about Truvaga 350, and to contact customer support.

Electrical Classification

- UL 60601-1 Class III; EN 60601-1 Internally Powered Equipment
- Type BF Applied part
- Only the manufacturer should change the battery
- Protection from solid foreign objects ≥12.5 mm and ingress of water at 15°

Electromagnetic Compatibility Guidance

- All Engineering specifications have passed the required test levels. All specifications are available upon request.

Disposal

Regulations require that the disposal of electrical and electronic equipment is handled in a controlled manner. A product that may be contaminated after use or contain chemicals or elements that may present hazards to people, or the environment must be disposed of in accordance with the applicable government regulations. Contact Truvaga 350 Customer Support if you have questions about the appropriate disposal of this product.

- NOTE:** Truvaga 350 contains lithium batteries that the user cannot remove.
- NOTE:** Please dispose Truvaga 350 like a cell phone or other electronic product. Check with your local municipality to do this according to your local electronic waste regulations.

Symbols and Nomenclature Description

	Expiration date		Follow operating instructions
	Lot number		Manufacturer
	Catalog number / Reference number	IP22	Protection from solid foreign objects ≥12.5 mm and ingress of water at 15°
	Electric shock hazard		Type BF applied part
	Serial number		Storage temperature
	Non-sterile	xxxxzzzz (package label)	Date of Manufacture on package label, where: “C” is the year of manufacture, eg. 252CS1001 indicates the year of manufacture is 2023
	WARNING Failure to follow instructions may result in serious injury or death for the user		Magnetic resonance unsafe
	PRECAUTION Failure to follow instructions may result in damage to the equipment or degradation in the quality of treatment		Date of Manufacture
	Refer to User Manual		Do not use if package is damaged
	Information or additional information available		Keep away from sunlight
	Separate collection for waste of electrical and electronic equipment		

Contact Information

Truvaga Customer Support: e-mail: support@truvaga.com	Manufacturer: e-mail: support@truvaga.com
electroCore, Inc. 200 Forge Way, Suite 205 Rockaway, NJ 07866 United States Telephone: 1 (800) 643-2036	electroCore, Inc. 200 Forge Way, Suite 205 Rockaway, NJ 07866 United States
Product Complaint Reports and/or related issues may be submitted directly to electroCore, Inc.: Telephone: +1 (973) 355-6708 E-mail: complaints@electrocore.com	

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For patent information, please visit [electroCore.com](https://electrocore.com)

Truvaga™ 350 and other Truvaga™ products are general wellness products intended to support relaxation, focus, and sleep. As such, they have not been evaluated by the U.S. Food and Drug Administration and are not intended to diagnose, treat, cure, or prevent any disease or medical condition.

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Customer Service Limited Liability:

electroCore guarantees against any out-of-box failures and warrants that the Products shall meet the Product Standard. The warranty does not apply to any Product that: (i) has been subjected to abuse, misuse, neglect, negligence, accident, improper testing, improper installation, improper storage, improper handling, abnormal physical stress, abnormal environmental conditions, or use contrary to any instructions issued by electroCore; or (ii) has been reconstructed, repaired, or altered by persons other than electroCore or its authorized Representative. Customers shall not service, repair, modify, alter, replace, reverse engineer, or otherwise change any Products.