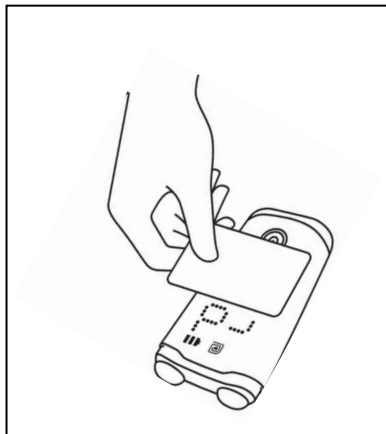# electroCore™

gammaCore™

REFILL CARD INSTRUCTIONS

When your gammaCore device runs out of therapy, you will need to get a refill. Once you have received your gammaCore Refill Card, you can load your device using the instructions below.

1. **Turn on your gammaCore:** Press the power button and have your refill card ready.

2. **Position the device and card:** Place gammaCore on a hard surface with the display screen facing up. Lay the refill card on the device so you can see the display screen (as shown in the diagram).

3. **Wait for loading:** Keep the refill card on the device for at least 10 seconds without moving it to avoid interrupting the loading.

4. **Watch the screen:** The display will show "rd" and an icon as it reads the refill card.

5. **Listen for confirmation:** gammaCore will *beep twice* once the refill has loaded (about 10 seconds).

6. **Check the refill amount:** The screen will show the number of months or days loaded onto gammaCore (see Section 7). The device is now ready to use.

NOTES: If an error message like "C" (warning) or "H" (error) with a numeric code is displayed:

- Turn the device off and back on, then try reloading with the refill card.

ADDITIONAL NOTES:

- If "H2" appears after 5 attempts within 24 hours, wait 24 hours before trying again.
- If you try loading 10 times in 24 hours, "H1" will appear. Wait 24 hours and try again.

If the device continues to show an error code, contact the electroCore Customer Experience team (see Contact Information).

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RELOADING DEVICE ERROR CODES

Status	Display	Sound	User Action
Too Many Attempts to Reload the Device in a 24-Hour Period	H1	Repeated Long Beeps	Wait 24 hours and try again*
Too Many Reload Errors in a 24-Hour Period	H2	Repeated Long Beeps	Wait 24 hours and try again*
Card Already Used	C3	None	Locate unused refill card and try again*
Wrong Card Version for This Device	C5	**None**	Card has already been used or wrong version card for this device*

*If the error is not resolved, contact electroCore Customer Experience.

For any error codes not listed, review the gammaCore Instructions for Use or contact the electroCore Customer Experience team (see Contact Information on page 3).

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CONTACT INFORMATION

Customer Experience:

Telephone: 888-903-2673

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United States

Manufacturer:

Telephone: 888-903-2673

Email: customerservice@electrocore.com

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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: 973-355-6708
Email: complaints@electrocore.com

Any serious incident that has occurred in relation to the device should be reported to the manufacturer and the competent authority of the Member State in which the user and/or patient is established.

For patent information, please visit electroCore.com.

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