

Copper Fit Massage Gun Frequently Asked Questions

- Can I use my massage gun right out of the box?
 - It is recommended that you fully charge (about 4-hours) your massage gun prior to your first use.
- How do I turn on my massage gun?
 - Locate the power button on the rear handle of the unit. Then, press and hold for 2-seconds. Repeat the same steps to turn the massage gun off.
- Can I use my massage gun while its charging?
 - No
- My massage gun turns off while using.
 - The massage gun is designed to turn off after 15-minutes of continuous use. You can easily resume use of the massage gun by pressing and holding the power button until the unit turns on.
 - Check that the massage gun is fully charged.
- I can't remove the massage gun attachment.
 - The massage gun attachments may be difficult to remove. If you are having trouble removing one, try twisting the attachment while gently pulling the attachment out.
- I am having difficulty securing another massage gun attachment.
 - If you are having trouble securing another attachment, try twisting the attachment while gently pushing the attachment in.
- The rubber "O"-ring on my attachments broke.
 - Please contact Copper Fit customer service at (877) 885-7154 or copperfit@customerstatus.com to request a replacement.
- My massage gun won't charge.
 - Check that the charging cable is inserted fully into the charging port on the massage gun.
 - Be sure you are using a Class 2 USB charging adapter if charging using a household electrical outlet.
 - If you have checked both above suggestions, please contact Copper Fit customer service at (877) 885-7154 or copperfit@customerstatus.com.
- My massage gun won't turn on or off.
 - Make sure you hold down the on/off button for a few seconds to turn the unit on/off.
 - Check that the massage gun is fully charged.
 - If the massage gun is fully charged and still will not power on, please contact Copper Fit customer service at (877) 885-7154 or copperfit@customerstatus.com.