

# **FLEXTEND TROUBLESHOOTING GUIDE.**

## **TO GET THE BEST RESULTS:**

1. **Follow the exercise program as it is listed** at the end of the exercise instructional video, or the Treatment Program outlined in the instruction manual for the specific injury being addressed. (i.e. Carpal Tunnel Syndrome, Lateral Epicondylitis, Tendonitis, etc.)
2. **Be consistent** with your exercises and perform the Treatment Program that is listed for the injury being addressed, at least 2x per day, 3-6 days per week for the initial 12-week training period
3. **Make sure you are performing the exercises correctly.** (i.e. Palm-Up Elbow Moving\*.) Refer to instruction manual, instructional video or online exercises at <https://www.flexextend.com> in order to view how the exercises are performed.)
  - A. \*Start opening the hand and SPREADING THE FINGERS right from the beginning of the exercise, and finish the exercise with the hand pointing towards the floor, FULLY OPEN, with the all the fingers completely SPREAD APART, and the wrist and forearm in a straight line.
  - B. Do not hold the hand open at the bottom of the movement for longer than one (1) second.
  - C. The contraction and relaxation phases of the exercises need to be performed at the same speed so the entire exercise is one smooth movement.
4. **Do not stretch after performing the exercises with FLEXTEND.** Stretching the fingers, wrist and forearm prior to performing the exercises is fine, but do not perform the stretches post exercise, as this seems to negate the positive structural changes gained during the training session.

## **IF THE EXERCISES SEEM TOO DIFFICULT:**

1. **Use the thin black elastic band(s)** and not the thicker orange tubing.
2. **Loosen the tension** of the resistance band(s).
3. **Move the resistance band(s)** to the lower level of rings (Level-I) located close to the palm-area of the FLEXTEND glove. (This is a last-resort measure, A and B should be tried first.)

## **IF THE EXERCISES SEEM TOO EASY:**

1. **Use the rings** located at the ends of the fingers (Level II).
2. **Increase the tension** of the resistance band(s).

3. **Use more resistance band(s).** If one piece of the thin black elastic cording does not offer enough resistance, then use two pieces of thin black elastic cording. Do not progress to the thicker orange tubing.
  - a. Place one piece of the black elastic cording through the rings located at level I, and one piece through the rings located at level II for lighter resistance, or run both of the black elastic cords through the upper rings for higher resistance. The rest of the set-up process remains the same.
  - b. **IMPORTANT:**  
Men should ALWAYS use two pieces of the black elastic cording right from the start of the exercise program!
  
4. **Use heavy resistance band(s) / tubing.** If two pieces of resistance tubing does not offer enough resistance then move on to using the heavier gauge orange tubing.

#### **IF YOU ARE NOT ACHIEVING DESIRED RESULTS:**

1. **The FLEXTEND glove may not be the proper size.** A custom glove fit is imperative. A custom fit allows the user to have precise control of the exercise movements, and will allow he/she to achieve results much faster than someone who is using a glove that is too large.
  
2. **Make sure that you are spreading your fingers all the way.** When you are performing the exercises, make sure that you are spreading the fingers all the way apart, especially the thumb and pinky, and that the hand is fully splayed in the open position.
  - o **IMPORTANT:**  
Start spreading the fingers and opening the hand at the beginning of the exercise movement. DO NOT wait to open the hand when you are at the end of the exercise movement because there is too much tension on the resistance band(s); making it more difficult to open the hand.
  
3. **Do not hyper-extend the wrist backwards** during the Palm-Up Elbow moving or Thumb-Up Elbow moving exercises. When performing the exercises, make sure that the wrist stops in the neutral position (straight).
  - o **NOTE:**  
When performing the isolation exercises it is fine to extend the wrist backwards, but do not force it.
  
4. **You may be forming too many sets and repetitions, or not enough.** Please refer to the exercise program at the end of the instructional video.
  
5. **You may be suffering from "Muscle Rebounding".** Muscle rebounding is a protective response that affects approximately 5% of FLEXTEND users in first 1-2

weeks of starting the treatment program. When an injury has been present for any significant length of time, the body perceives that it is "normal", and that there is no existing injury present, and any attempts to correct it causes the body to respond as if it is being injured. The response mechanism of "rebounding" results in muscle spasm / cramping and the feeling of needing to massage or to stretch the fingers, wrist and elbow, and usually follows within 1-3 hours after performing the treatment exercises with FLEXTEND. This reaction tends to cause the individual to want to reduce the amount of exercises they are performing, which is the exact opposite of what needs to take place. Every time this response mechanism starts, the individual immediately needs to perform 2-3 sets of the basic Palm-Up Isolated exercise in order to counteract this response. In a sense it is a "brainwashing" of the muscle to stop reacting as if it is being injured - every time the muscle rebounds it will be counteracted with active exercises / stretches. Once the muscle realizes it cannot go back to its original state, it will stop rebounding, and the normal program of 2x daily can be resumed without the rebounding affect taking place again.

6. **You may be suffering from something other** than Carpal Tunnel Syndrome (CTS) or a Repetitive Strain Injury (RSI).

A. **You may be suffering from multiple areas of nerve impingement** that cause symptoms that are similar to CTS and RSI's.

- **Thoracic Outlet Syndrome:**  
This disorder can cause the entire hand to go numb, especially when the arms are elevated out in front of the body. Thoracic Outlet Syndrome is caused by impingement of the Brachial Plexus (group of nerves) between the pectoral (chest) muscle and the Clavicle bone. Stretching the tight pectoral muscles, and strengthening the back muscles to ensure good posture can treat thoracic Outlet Syndrome.
- **Cubital Tunnel Syndrome:**  
This particular disorder involves the impingement of the ulnar nerve at the elbow joint. Cubital Tunnel Syndrome affects the medial (inner-side) of the elbow, the pinky-side of the wrist, and the ring and pinky fingers. The symptoms can include a general ache or sharp pain on the medial side of the elbow, and pain and numbness in the ring and pinky fingers.
- **Guyons Syndrome:**  
This disorder is caused by impingement of the ulnar nerve at the wrist junction as it passes through the Guyons Tunnel. The symptoms can include pain, tingling and numbness of the ring and pinky fingers.
- **Cervical Injury:**  
Impingement of the median nerve at C5 through T1 of the cervical spine, and / or impingement of the ulnar nerve at C7 through T1.

- B. **You may have an actual disease** that is affecting the nerve, and is not associated with a muscle imbalance.
7. **You may be suffering from an acute injury.** An acute injury is the phase at which the injury has occurred recently, and is inflamed and swollen. Performing exercises when the wrist or elbow is in the acute phase is not recommended because the injury will probably become more irritated, inflamed and swollen.
  8. **You may be suffering from a chronic injury.** Chronic injuries are injuries that have existed for quite some time, and are not in an inflamed or swollen state. A chronic injury involving the carpal tunnel may have existed for so long that there is a build-up of scar tissue within and around the carpal tunnel causing impingement of the median nerve. (The build-up of scar tissue occurs often in patients who have had carpal tunnel surgery, and incorrect rehabilitation afterwards.) This does not mean that *FLEXTEND* will not work for you it will just take longer to gain relief due to the amount of time the injury has been present.
  9. **You may have had an incorrect Physician diagnosis.** Get a second opinion, and a third if you have to. Find out what type of injury you have as soon as you can in order to address it before it becomes worse.
  10. **You may have diagnosed your own condition.** If this is the case, then you must consult your physician in order to get an accurate diagnosis of your condition/injury.
  11. **You should experience *significant positive* results after performing the *FLEXTEND* program for just two weeks. If you are not experiencing positive results, contact BSI and request the help of a Clinician in order to trouble shoot your situation. Clinicians will work directly with you and extend your money-back guarantee to be sure that you achieve success with *FLEXTEND*.**
  12. ***Call Toll-Free: 1-888-BSI-5444 or E-mail: [clinician@flexextend.com](mailto:clinician@flexextend.com) and ask to speak with the On-Staff Clinician about your symptoms and what types of exercise(s) or Treatment Program you may require.***

**YOUR HEALTH IS OUR TOP PRIORITY!**