



Frequently Asked Questions (FAQs)

【General Questions】

Q1. What is Rosi?

Rosi is a period pain relief device that uses advanced TENS technology to provide effective and non-invasive relief from menstrual cramps and discomfort.

Q2. How does Rosi work?

Rosi uses Transcutaneous Electrical Nerve Stimulation (TENS) technology, which sends gentle electrical pulses through the skin to block pain signals and stimulate the release of endorphins, the body's natural painkillers.

Q3. Is Rosi safe to use?

Yes, Rosi is Japan Ninsho, FDA-approved and meets MDR standards, ensuring it is safe and effective for use. It has been thoroughly tested to meet the highest safety and quality standards.

Q4. Who can use Rosi?

Rosi is designed for women experiencing menstrual pain. It is suitable for most women, but if you have any medical conditions or are pregnant, please consult your healthcare provider before using Rosi.



【Product Usage】

Q1. How do I set up my Rosi device

To set up your Rosi device, charge it using the included Type-C cable. Attach the electrode pads to your lower abdomen or the area where you feel pain, turn on the device, and select your desired intensity level.

Q2. How long should I use Rosi?

You can use Rosi for 30-60 minutes per session, multiple times a day as needed. Always follow the user manual guidelines for safe usage.

Q3. How do I clean and maintain Rosi?

Clean the electrode pads with a damp cloth after each use. Store the device and pads in the provided portable pouch to keep them safe and clean.

Q4. Can I use Rosi while moving around?

Yes, Rosi is designed to be portable and can be used while you're on the go. The wireless feature allows you to move freely while using the device.



【Troubleshooting】

Q1.

What should I do if Rosi doesn't turn on?

Ensure that the device is fully charged. If it still doesn't turn on, try resetting it by pressing and holding the power button for 10 seconds. If the issue persists, please contact our customer support team.

Q2.

What if the electrode pads don't stick well?

Make sure the pads and your skin are clean and dry. If the pads lose their stickiness over time, replacement pads are available for purchase on our website.

Q3.

Why am I not feeling any relief?

Ensure the pads are placed correctly and the intensity level is set high enough to feel the electrical pulses. If you still don't feel relief, consult the user manual or contact customer support for further assistance.



【Purchasing and Returns 】

Q1.

Where can I buy Rosi?

Rosi is available for purchase on our official website [rosicare.com] and at select retail partners.

Q2.

What is the return policy?

Due to the nature of medical devices, we do not accept returns or exchanges for customer convenience. However, if you receive a defective product or an incorrect item, please contact us within 7 days of receipt. We will promptly arrange for an exchange or refund. For more details, please visit our [returns page](#)

Q3.

Are there any warranties?

Yes, Rosi comes with a one-year warranty covering manufacturing defects. If you experience any issues, please contact our customer support team for assistance.

Contact Us

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