



Workhorse XL

Shockwave Therapy System Manual

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Overview

The **Workhorse XL** is a professional radial shockwave therapy system designed for clinical use in chiropractic, physical therapy, and sports medicine settings. It delivers controlled acoustic pressure waves to targeted areas of the body to support pain reduction, improved circulation, and enhanced tissue recovery in chronic musculoskeletal conditions.

This manual provides detailed instructions for the safe installation, operation, maintenance, and care of your Workhorse XL system.

Please read all instructions carefully before using the device. Improper setup or use may reduce performance or lead to equipment damage.



Note:

Keep this manual accessible to all operators and service personnel for reference.



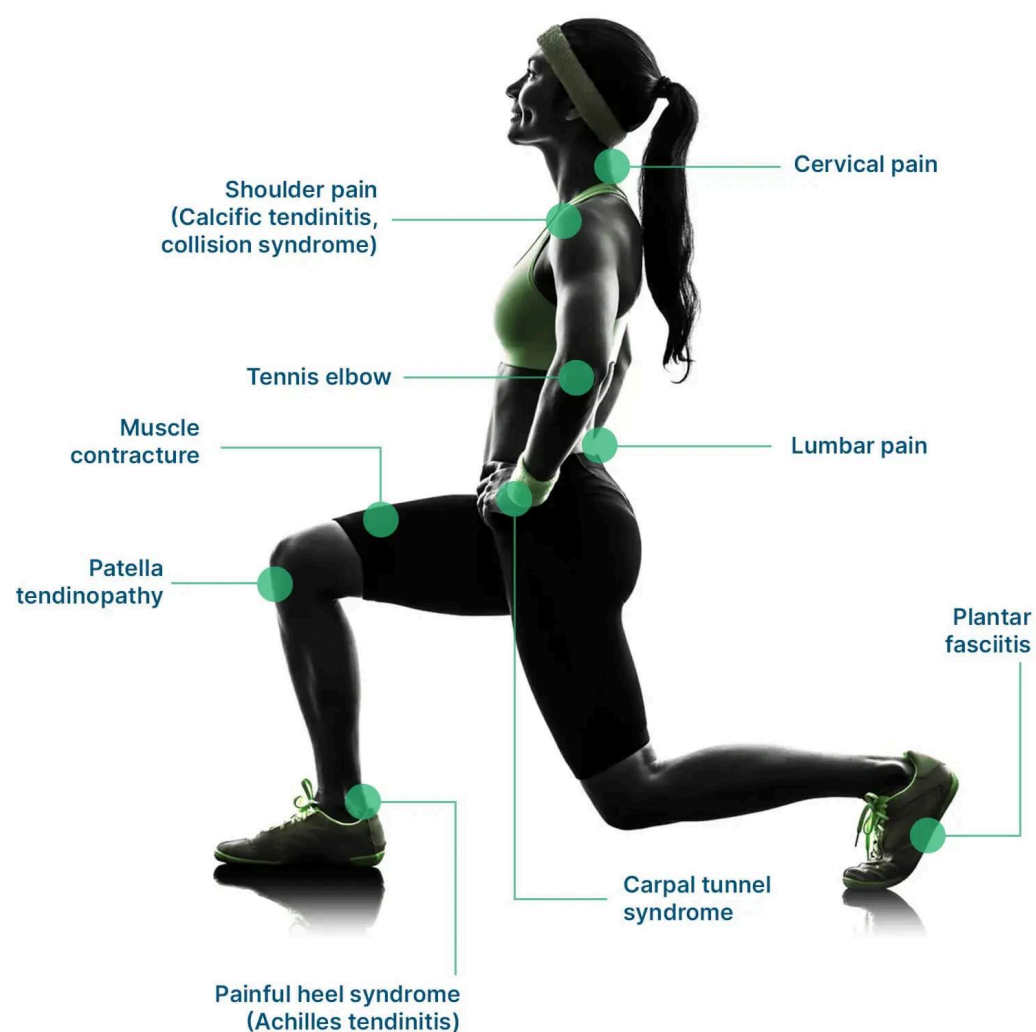
Intended Use

The Workhorse XL is intended for **non-invasive treatment of chronic soft-tissue and musculoskeletal pain**. Typical clinical applications include, but are not limited to:

- ✓ Plantar fasciitis
- ✓ Lateral or medial epicondylitis (tennis/golfer's elbow)
- ✓ Achilles tendinopathy
- ✓ Shoulder tendinopathy or calcific deposits
- ✓ Patellar tendon pain ("jumper's knee")
- ✓ Myofascial trigger points
- ✓ Chronic muscular tension or scar tissue

Caution:

The Workhorse XL is **not a diagnostic device** and is not intended to replace professional medical evaluation. Use only within the scope of chiropractic or physical therapy practice as defined by your state regulations.



Important Safety Information

General Warnings

- ✓ Use the Workhorse XL **only as described** in this manual.
- ✓ This device should be operated **only by trained healthcare professionals** such as chiropractors, physical therapists, or medical clinicians familiar with extracorporeal shockwave therapy.
- ✓ Do not disassemble, modify, or attempt to repair the device yourself. Service must be performed by authorized personnel only.
- ✓ Always turn off and unplug the device before cleaning, maintenance, or when not in use.
- ✓ Inspect all cables, connectors, and applicator heads for visible damage before each use.
- ✓ Keep the device away from water, moisture, or flammable materials.

Warning:

Unauthorized modifications or use outside intended indications may void the warranty and could present a safety risk to patients or operators.

Contraindications

Do not use the Workhorse XL on patients with any of the following conditions:

- ✓ Pacemaker or implanted electronic device.
- ✓ Active infection, inflammation, or open wound at the treatment site.
- ✓ Malignant tumor or cancer in or near the treatment area.
- ✓ Blood clotting disorders or use of anticoagulant medication.
- ✓ Pregnancy
- ✓ Epiphyseal (growth) plates in children.
- ✓ Neuropathy or reduced skin sensitivity at the treatment area.
- ✓ Severe osteoporosis or bone fragility.
- ✓ Corticosteroid injection at the treatment site within the past 6 weeks
- ✓ Use near sensitive structures such as eyes, spinal cord, kidneys, or major blood vessels

Caution:

When in doubt, obtain medical clearance before proceeding with shockwave treatment.

Possible Side Effects

Mild and temporary effects may occur following treatment, including:

- ✓ Redness or slight bruising at the treated area
- ✓ Temporary discomfort or soreness
- ✓ Mild swelling or sensitivity

These reactions are typically short-lived and resolve within 24–48 hours.



Note:

If any unusual pain, swelling, or skin irritation persists, discontinue use and evaluate the patient before continuing therapy.

Device Overview

System Components

The Workhorse XL includes the following components:

- ✓ Main control unit with integrated touchscreen display
- ✓ Shockwave handpiece
- ✓ Interchangeable applicator tips (5) for different anatomical regions
- ✓ Power cable
- ✓ Handle holder and storage tray
- ✓ Lubricant gel (for coupling)
- ✓ Combination wrench (for tip and bullet replacement)



Note:

Always verify that all components are present and undamaged upon unpacking. Contact Shockwave Distributors immediately if parts are missing or defective.

Touchscreen Display and Controls

The Workhorse XL touchscreen provides intuitive access to all operating parameters. Operators can:

- ✓ Select treatment region (e.g., shoulder, knee, elbow, plantar fascia, etc.)
- ✓ Adjust **frequency** (1–21 Hz) and **energy level** (1.0–4.0 bar)
- ✓ Set **pulse count** for each session
- ✓ Pause or resume treatment via on-screen controls or handpiece trigger

Tip:

Begin with lower energy and frequency settings during initial treatments to gauge patient tolerance before increasing intensity.

Shockwave Handpiece

- ✓ The ergonomic handpiece delivers radial pressure waves through a replaceable applicator tip.
- ✓ Each bullet (inside the handpiece) is rated for approximately 2 million pulses and should be replaced once that limit is reached.
- ✓ Applicator tips are considered consumables and should be replaced as needed based on visible wear or reduced performance.

Technical Overview

- ✓ Power input: 110V / 60Hz
- ✓ Maximum output: 230 VA
- ✓ Frequency range: 1–21 Hz
- ✓ Pressure range: 1.0–4.0 bar
- ✓ Pulse counter with automatic pause at preset values
- ✓ Software with 40+ preset treatment protocols

Installation & Setup

Unpacking and Inspection

- 01 Carefully remove all components from the shipping carton.
- 02 Check for visible damage to the control unit, cables, or accessories.
- 03 Verify that all parts listed in Section 10 (“Accessories & Replacement Parts”) are present.
- 04 If any item appears damaged or missing, **contact Shockwave Distributors LLC** immediately before operating the unit.



Note:

Keep original packaging for future transport or service shipping.

Placement and Environment

- ✓ Operate the Workhorse XL only on a **stable, flat surface** with adequate ventilation.
- ✓ Avoid areas with high humidity, excessive dust, or direct sunlight.
- ✓ Maintain ambient temperature between **59 °F (15 °C) and 86 °F (30 °C)**.

Electrical Connection

- 01 Confirm the main power specification: AC 110 V / 60 Hz.
- 02 Insert the power cord firmly into the rear Power Socket, then connect to a grounded outlet.
- 03 Ensure the Power Switch is in the OFF position before plugging in.
- 04 After connecting, switch ON the unit to power up the touchscreen.



Caution:

Use only the power cord supplied with the unit. Do not use extension cords or adapters that bypass grounding.

Connecting the Handpiece

- 01 Insert the handpiece connector securely into the front **Shockwave Output Socket** until it locks in place.
- 02 Attach the **handle holder** to the side of the console to store the handpiece when not in use.
- 03 Ensure that the cable is not twisted or under tension during operation.

System Startup

- 01 Turn on the **Main Power Switch** at the rear of the unit.
- 02 The display will illuminate and load the main interface.
- 03 When prompted, enter the default operator password: **000000**.
- 04 Set **language**, **date**, and **time** under Basic Settings
 - *Advanced Settings* are for service personnel only.

Operating Instructions

Home Screen Overview

The touchscreen home menu provides quick access to:

- ✓ **Preset Treatment Sites** (shoulder, elbow, knee, foot, etc.)
- ✓ **Manual Mode** for custom parameters
- ✓ **Settings, Usage Counter, and Service Menu**

Selecting a Treatment Area

- 01 Touch the anatomical region to load its default parameters.
- 02 Review the preset **energy (bar)**, **frequency (Hz)**, and **pulse count**.
- 03 When prompted, enter the default operator password: **000000**.
- 04 Adjust as needed based on patient condition and tolerance.

Parameter	Adjustable Range	Default Setting
Energy (bar)	1.0 – 4.0 bar	2.0 bar
Frequency (Hz)	1 – 21 Hz	8 Hz
Pulses per Session	500 – 3000 pulses	2000 pulses

 **Tip:**

Start conservatively (1.5–2.0 bar, 8 Hz) and increase gradually over successive treatments.

Starting Treatment

- 01 Apply a thin layer of **coupling gel** to the target area.
- 02 Hold the handpiece firmly against the skin, maintaining full contact.
- 03 Press **Start** on the screen or tap the handpiece trigger once.
- 04 Move the applicator slowly in small overlapping circles or strokes.
- 05 When the preset pulse count is reached, the system pauses automatically.

 **Caution:**

Do not keep the applicator stationary on one spot for prolonged periods.

Pausing and Stopping

- ✓ Tap the **Pause (II)** icon to temporarily stop pulses.
- ✓ Press **Start** again to resume.
- ✓ When finished, tap **Stop**, remove the handpiece, and wipe away residual gel.

Adjusting During Operation

Energy and frequency can be changed while the session is running:

- ✓ Touch **Energy** ↑/↓ to adjust intensity in 0.1 bar increments.
- ✓ Touch **Frequency** ↑/↓ to change pulse rate.
- ✓ Use **Reset Counter** to restart the pulse count for a new site.

After Treatment

- 01 Wipe the patient's skin clean with a soft towel.
- 02 Clean the applicator tip with a mild disinfectant wipe or warm damp cloth.
- 03 Record treatment parameters in the patient chart if applicable.

Treatment Guidelines

General Recommendations

- ✓ Typical session length: **10 – 20 minutes**
- ✓ Average pulses per site: **1500 – 2500**
- ✓ Frequency of sessions: **1–2 times per week**
- ✓ Total course: **5–10 sessions**, depending on clinical response

 **Note:**

Allow at least 48 hours between sessions on the same region to permit tissue recovery.

Suggested Starting Parameters

Condition	Energy (bar)	Frequency (Hz)	Pulses	Sessions
Plantar Fasciitis	2.0 – 3.0	8 – 10	2000	6–8
Lateral Epicondylitis	1.8 – 2.5	10 – 12	2000	6–8
Achilles Tendinopathy	2.0 – 3.0	8 – 12	2000	6–8
Shoulder Calcific Tendinitis	2.5 – 3.5	8 – 10	2500	6–10
Patellar Tendinitis	2.0 – 3.0	8 – 10	2000	6–8
Myofascial Trigger Points	1.5 – 2.0	12 – 15	1500	4–6

These are general clinical ranges. Adjust according to patient sensitivity and therapeutic response.

Patient Preparation

- ✓ Explain treatment sensation (tapping or pulsing pressure).
- ✓ Ensure comfortable positioning of the patient.
- ✓ Remove metal objects or jewelry near the treatment area.
- ✓ Apply coupling gel evenly to avoid air gaps.

Post-Treatment Care

- ✓ Advise the patient that mild soreness or redness is normal.
- ✓ Encourage gentle stretching or light activity between sessions.
- ✓ Avoid icing or anti-inflammatory medication immediately after therapy unless clinically necessary.

Maintenance & Cleaning

Daily Cleaning

- ✓ Power off and unplug the unit.
- ✓ Wipe the exterior surfaces with a soft cloth lightly moistened with a non-abrasive disinfectant.
- ✓ Clean applicator tips after each patient using an approved medical-grade disinfectant or alcohol wipe.
- ✓ **Do not immerse** any component in liquid or spray disinfectant directly into openings.

Warning:

Liquids entering the housing may cause electrical failure.

Replacing Applicator Tips

- ✓ Applicator tips are wear items and should be replaced if visibly deformed or if energy transfer decreases.
Use the supplied combination wrench:
- ✓
 1. Secure the handpiece.
 2. Turn the tip **counter-clockwise** to remove.
 3. Install the new tip **clockwise** until snug.
- ✓ Avoid overtightening.

Replacing the Projectile

Each bullet is rated for approximately **2 million pulses**. To replace:

- 01 Remove the applicator tip.
- 02 Invert the handpiece and gently shake out the old projectile.
- 03 Insert a new bullet of the same specification.
- 04 Reinstall the applicator tip and tighten securely.

Note:

Always use genuine replacement parts supplied by Shockwave Distributors LLC to maintain performance and warranty coverage.

Storage and Transport

- ✓ Turn off and unplug the system.
- ✓ Coil cables loosely and secure the handpiece.
- ✓ Store in a dry, dust-free area between **50 °F (10 °C) and 104 °F (40 °C)**.
- ✓ Use the original foam packaging if transporting to another location or for service.

Calibration and Service

The Workhorse XL automatically calibrates during startup.

If display shows **“Err0”** or prompts for calibration:

- 01 Follow on-screen cross-mark prompts to realign the touchscreen.
- 02 If issue persists, contact technical support.

Troubleshooting & Calibration

Common Operating Issues

Issue	Possible Cause	Recommended Action
Device does not power on	Power cable not connected or switch off	Verify wall outlet and rear power switch.
Screen unresponsive	Calibration required	Reboot device; follow calibration prompt (see 8.3).
No output from handpiece	Loose connector or worn projectile	Check cable connection; replace bullet if > 2 million pulses.

Issue	Possible Cause	Recommended Action
Weak impact intensity	Applicator tip or bullet worn	Replace consumables and verify energy setting.
Excessive vibration or noise	Applicator not tightened	Power off and retighten the applicator tip.
“Err0” message on display	Touchscreen calibration or software check	Follow calibration steps; contact support if unresolved.

 **Tip:**

Most performance issues are related to consumable wear or connection looseness. Routine inspection prevents downtime.

Resetting the Pulse Counter

- ✓ The Workhorse XL automatically records total shockwave counts.
- ✓ When the preset number is reached, the system pauses automatically. To reset:
 1. Enter the **Service** or **Usage Counter** screen.
 2. Select **Reset Counter** and confirm.
 3. The system resumes normal operation.

Touchscreen Calibration Procedure

If calibration prompt appears:

- 01 Turn off the main power.
- 02 Power on while lightly touching the screen until the calibration grid appears.
- 03 Sequentially tap each “+” symbol as prompted (top left → top right → bottom right → bottom left).
- 04 Save and exit when complete.

If calibration fails or the screen remains inaccurate, contact Shockwave Distributors technical support.

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- 02 If issue persists, contact technical support.

Technical Specifications

Parameter	Specification
Power Supply	AC 110 V ± 10% / 60 Hz
Power Consumption	≤ 230 VA
Energy Range	1.0 – 4.0 bar (adjustable 0.1 bar increments)
Frequency Range	1 – 21 Hz
Pulse Count	Up to 3000 pulses per session
Display	Color touchscreen interface

Parameter	Specification
Preset Programs	40 + clinical sites
Handpiece Life	≈ 2 million pulses per projectile
Operating Temperature	59 °F – 86 °F (15 °C – 30 °C)
Storage Temperature	50 °F – 104 °F (10 °C – 40 °C)
Dimensions (approx.)	15 in × 12 in × 8 in (38 × 30 × 20 cm)
Weight (approx.)	22 lb (10 kg)
Noise Level	≤ 85 dB (A)



Note:

Specifications subject to change as product improvements are implemented

Accessories & Replacement Parts

Standard Package Contents

Item	Quantity	Description
Main unit	1	Workhorse XL console with touchscreen
Handpiece	1	Shockwave applicator
Applicator tips (set)	5	Varied sizes for different regions
Projectile (bullets)	4	Replaceable internal components
Power cord	1	U.S. grounded plug
Handle holder	1	Mounts on unit side
Lubricant gel	1 bottle	Coupling medium
Combination wrench	1	For tip and projectile replacement
User Manual (PDF)	1	This document

Optional Accessories

- ✓ Extra applicator tips (various diameters)
- ✓ Additional projectiles (bullets)
- ✓ Replacement handpiece assembly
- ✓ Clinic carrying/travel case



Tip:

Use only authorized Workhorse XL parts supplied by Shockwave Distributors LLC to maintain warranty coverage.

Warranty & Customer Support

Limited Warranty

The **Workhorse XL** is warranted against defects in materials and workmanship for a period of **12 months** from the original purchase date.

This warranty covers:

- ✓ Main console electronics
- ✓ Handpiece assembly (excluding normal wear components)
- ✓ Power supply and internal software

Consumable parts (applicator tips, bullets, lubricant, gel) are not covered under warranty.

Warranty Exclusions

The warranty does not cover damage or failure caused by:

- ✓ Improper setup, operation, or maintenance
- ✓ Use of non-approved accessories or replacement parts

- ✓ Physical abuse, dropping, or liquid ingress
- ✓ Unauthorized modification or repair
- ✓ Power surges or electrical faults not related to manufacturing defects

Service & Returns

If a problem arises:

- 01 Record the serial number and a description of the issue.
- 02 Contact **Shockwave Distributors Support** via email or web form for troubleshooting.
- 03 If service is required, you will receive an RMA (Return Merchandise Authorization) number and shipping instructions.
- 04 Return the device in its original packaging when possible.

Repairs or replacements will be processed promptly upon receipt and inspection.

Customer Support Contact

Shockwave Distributors LLC
1401 Stone Rd. Suite 302A Rochester, NY 14615
shockwavedistributors.com
Email: support@shockwavedistributors.com

Disposal and Environmental Notice

This equipment should not be disposed of with household waste.

Please return it to Shockwave Distributors or a certified electronic-waste facility in accordance with local regulations.

