

# FAQ & Troubleshooting FLEXTEND®

## **What is FLEXTEND®?**

FLEXTEND® is an exercise device that is used about 5-10 minutes daily to actively stretch and strengthen muscles in the hand and wrist, alleviating pressure on the Median nerve and eliminating the symptoms of Carpal tunnel Syndrome.

## **Does FLEXTEND® Really Work?**

FLEXTEND® and the upgrade attachment kits have a very high success rate and are used around the world for the treatment of Carpal Tunnel Syndrome (CTS) and many other Repetitive Strain Injuries (RSI's) affecting the upper extremity.

## **How Long Has FLEXTEND® Been On the Market**

FLEXTEND® has been on the market since 1997 and has helped thousands of people around the world get back to work and continue doing the things they love in a PAIN-FREE environment.

## **Are There Any Studies on FLEXTEND®?**

There have been a number of University tests as well as private and clinical tests, and all of them show that FLEXTEND® is highly successful at alleviating the symptoms of Carpal Tunnel Syndrome and more than ten (10) other Repetitive Strain injuries (RSI's) .

## **My Doctor Has Never Heard of FLEXTEND® - Why Not?**

Doctors prescribe pills and surgeons perform surgery. Each healthcare professional tends to know their occupation, and not those around them as there are millions of products, medicines and treatments available and doctors cannot keep up with everything. BSI's approach to addressing the cause of injuries based on correcting existing muscle imbalances is also unique and has not been widely recognized until just the past few years.

## **Is FLEXTEND® Covered by Health Insurance?**

In most cases FLEXTEND® is covered by health insurance. More than 29 major insurance companies have paid for this low cost, highly effective training system, including Workers Comp, Medicare Part-B and Medicaid. Insurance coverage varies from state to state. (See Link for [Insurance / Billing](#))

## **Can FLEXTEND® Injure Me?**

No liability claims have ever been made against FLEXTEND® or any other BSI product for any reason since its inception more than 16-years ago, so the track record of the FLEXTEND® training systems are BEYOND phenomenal!

## **When Will I Begin to Notice Results?**

Most people notice results in a matter of days, but it depends on the condition that is being addressed. Individuals with Carpal Tunnel Syndrome tend to recover much faster than those with Trigger Finger or Dupuytren's Contracture. For those with Carpal Tunnel Syndrome, they should be noticing improvement in symptoms by the 2<sup>nd</sup> week mark. For those with Trigger finger or Dupuytren's Contracture, a noticeable reduction of their symptoms may take 6-8 weeks.

In all disorders and injuries the recovery time is dependent on how long you've had the injury, the severity of the injury, the current level of the injury (acute, sub-acute or chronic), how much the injured area is still being used, the type of treatments that are or have already been tried, the body's response to the exercises and the due diligence and exercise accuracy of the FLEXTEND® user. If you have questions, contact BSI's Clinician Services for assistance. Send Email to: [clinician@flectend.com](mailto:clinician@flectend.com)

### **Once the Exercise Program is Completed, Do I Perform a Maintenance Routine?**

It is best to continue on an easy maintenance program once the initial symptoms have subsided. Many people only use FLEXTEND® if problems arise again, but it is recommended that once the program has been completed, the user should begin a maintenance program that consists of 3-days per week. This is optimal to keep the symptoms from returning. (The more you use your hands, the more likely an imbalance is to occur.) The details of the maintenance routines are listed in the instruction manual.

### **How Do I Use FLEXTEND®?**

Review all instructional materials and be sure to follow the exercise program exactly as it is listed in the instruction manual, which includes the exercise sequence, the number of sets and repetitions, the amount of rest between sets, reaching appropriate levels of fatigue before the 20<sup>th</sup> repetition and the daily / weekly frequency!

### **Does it Matter When or How I Perform The Exercise Program(s)?**

Yes - Be consistent with your exercises and follow the exercise program exactly as outlined in the instructions, including the number of sets per exercise, the number of repetitions per set, the number of times per day as well as the number of days per week. Do not make-up your own routine or perform more than one program at a time.

### **What if I Have More than One Injury?**

If you have more than one injury, address the injury that is most debilitating first. Once that program is completed you can move onto the second injury and so on. Note that the secondary injury symptoms usually disappear substantially as you treat the primary injury due to the fact that many of the exercises may cross-over from program to program.

### **Is it Important to Perform the Exercise Correctly?**

Yes, so be sure to perform the exercises just as they are shown in the online and print instructions. The exercises are easy to follow so do not overanalyze them, just watch the exercise video(s) and/or look at the image "stills" along with the **Important Tips** so that you have a much faster recovery.

Although the exercises are not complex, there are things that DO need to be done correctly, and other things that you do NOT want to do, if you want eliminate your symptoms as quickly as possible.

### **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, 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, the feeling of needing 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 in reality 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, and that 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.

### **Within 2-Hours of Doing the Exercises, my Hands Cramp-Up and My Condition Seems to Worsen - Is This Normal? This Response is Called “Nerve Stretch Reflex” and Is Treatable.**

The nerve stretch reflex response occurs when a nerve segment is trapped between soft-tissue and/or hard boney structures and is “overstretched. This mechanism usually only occurs in the Palm-Up Elbow Moving and the Thumb-Up Elbow Moving exercises as a result of the fingers and wrist being hyperextended when the elbow is in the fully extended position (arm is straight), as the flexor muscles are already in a stretched position, and when the fingers and wrist are hyperextended, the nerve becomes “overstretched” and initiates nerve irritation and resulting pain.

The “stretch reflex” response does not tend to occur when performing the isolated exercises as the elbow is flexed and the finger, wrist and elbow flexor muscles are not in a stretched position, therefore the fingers and wrist can go into hyperextension without causing the nerve and/or flexor muscles to be overstretched.

If you do experience the symptoms of this condition, DO NOT STRETCH the flexor muscles located on the front of the forearm, and instead, perform 3-4sets of the Palm-Up Isolated Exercise which will counteract the muscle spasm, causing the muscles to relax and eliminate their contraction and impingement of the affected. (You can do these extra countering exercises up to 3-4 x per day in addition to your normal 2x per day routine.) **NOTE:** This condition affects less than 5% of all users and is corrected by following the instructions above. At the most, this condition will last 2-weeks until the muscles stop spasm, which occurs due to the immediate use of FLEXTEND® to counteract the spasm. Since the spasm is always counteracted every time it occurs, the body stops this response. (In a sense, you are tricking / brain-washing the body to stop this counterproductive response.)

### **Guaranteeing Program Success**

- A. Follow the exercise programs** exactly as they are listed in the instruction manuals.
- B. Be consistent with your exercises.** Perform your exercises at least 2x per day, 3-6 days per week for the initial 12-week training period.
- C. Make sure you are performing the exercises correctly.** (*See Below*)

**FLEXTEND® Exercises & Programs:** [Click Here](#)

**FLEXTEND®-AC KIT Exercises and Programs:** [Click Here](#)

**FLEXTEND®-TFT KIT Exercise Motions:** [Click Here](#)

### **Maintenance Program:**

All maintenance programs are based on 3-4 sets of exercises, 12-20 repetitions per set, 3-days per week, 2x per day (morning and evening) on programs consisting of only one exercise (i.e. Carpal Tunnel Syndrome Program) and 1 set of each different type of exercise on programs consisting of more than one exercise (i.e. Repetitive Strain Injury Program, Guyon's Syndrome, etc.).

### **What if the Exercises Are Too Difficult?**

#### **FLEXTEND® - RESTORE™:** *(See Instruction Manual)*

- A. Make sure that you are only using one resistance band.
- B. Loosen the tension of the resistance tubing.
- C. Move the resistance tubing to the lower level of rings (Level-I) located close to the palm-area of the FLEXTEND glove. (This is a last-resort measure, and #1-2 should be tried first.)

#### **FLEXTEND®-AC KIT:** *(See Instruction Manual)*

- A. Use the smaller 3/16 resistance band when performing exercises.

#### **FLEXTEND®-TFT KIT:** *(See Instruction Manual)*

- A. Use the larger rubber bands to begin with as their resistance is less.
- B. As you get stronger, begin using the smaller bands.
- C. To maximize resistance, you may use multiple bands at the same time.

### **What If the Exercise Program is Too Easy?**

#### **FLEXTEND®:** *(See Instruction Manual)*

- A. Make sure that you are using several thin black bands and/or the thicker orange tubing.
- B. Tighten the tension of the resistance tubing.
- C. Place multiple resistance bands through the upper and lower level of rings, or multiple bands through the upper level of rings. (Try method #1 and #2 first)

#### **FLEXTEND®-AC KIT:**

- A. Use the larger 1/4 resistance band when performing exercises.

#### **FLEXTEND®-TFT KIT:**

- A. Use the small or medium rubber bands to begin with as their resistance is greater
- B. To maximize resistance, you may use multiple bands at the same time.

### **What If I'm Not Achieving the Desired Results?**

- A. **The FLEXTEND® device 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 them to achieve results much faster than someone who is using a glove that is too large or too small.
- B. **Make sure that you are opening the hand 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.

**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 tubing;

making it more difficult to open the hand. The hand must be open and the fingers full spread apart by the time you are  $\frac{1}{2}$  -  $\frac{3}{4}$  of the way through the exercise motion

**C. Make sure that you are not hyper-extending the wrist backwards.** When performing the exercises, make sure that the wrist stops in the neutral position (straight). **NOTE:** When performing the isolation exercises it is fine to extend the wrist backwards, but do not force it.

**D. You may be forming too many sets and repetitions or not enough.** Please refer to the exercise program you are performing and be sure to follow the sequence of exercises exactly as they are listed.

**E. You may have chosen the wrong exercise program.** OR you may be suffering from something other than Carpal Tunnel Syndrome (CTS) or a Repetitive Strain Injury (RSI).

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

~ **1. 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. Thoracic Outlet Syndrome can be treated by stretching the tight pectoral muscles, and strengthening the back muscles to ensure good posture.

~ **2. 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.

~ **3. Guyons Syndrome:** This disorder is caused by impingement of the ulnar nerve at the wrist junction as it passes through the Guyon's Tunnel. The symptoms can include pain, tingling and numbness of the ring and pinky fingers.

**G. You may have a 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.

**H. You may have a disease:** You may have an actual disease that is affecting the nerve, and is not associated with a muscle imbalance.

**I. 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 inflamed and swollen.

**J. 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 can 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.)

**K. 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.

**L. 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.

**M. You may need to change the exercises you are doing.** See Instruction Manual.

### **Money-Back Guarantee**

If you are not satisfied with your purchase, simply contact your **place of purchase before** your 30-day trial has expired and request a Return Acquisition (**RA#**) Number. Once you receive an RA number, package the product exactly as you received it, write the RA# on a visible location on the outside of the return package and mail to the company from which it was purchased. You have 14-days to return the product(s) or you will be charged a minimum of a 25% restocking fee. You will also be charged this fee for returning the product dirty, crumpled, or anything that reflects abnormal wear-and-tear and abuse of the product.

### **Product Warranty**

FLEXTEND® is guaranteed to withstand normal wear-and-tear for one (1) year from the date of purchase, not to include product abuse or neglect which we can tell upon inspection of the product. The warranty does not cover the resistance bands as it is common for this portion of the device to wear out due to use and/or overuse. Replacement resistance bands may be purchased directly through the manufacturer

### **Product Cost**

FLEXTEND® Reversible Glove fits both the left and right hands and sells for \$120.00.

### **Sizing**

Men will typically purchase the glove size that they are currently wearing while women will order one size smaller than they would normally wear. (See Chart Below)

To insure you order the correct size, measure from the base of the hand (first wrist crease closest to palm) to the tip of the middle finger.

**IMPORTANT: A custom or snug fit is best for a quick recovery.**

<b>XX-Small</b>	<b>= 6 ¼" - 6 ½"</b>
<b>X-Small</b>	<b>= 6 ½" - 6 ¾"</b>
<b>Small</b>	<b>= 6 ¾" - 7"</b>
<b>Medium</b>	<b>= 7" - 7 ¼"</b>
<b>Large</b>	<b>= 7 ¼" - 7 ½"</b>
<b>X-Large</b>	<b>= 7 ½" - 7 ¾"</b>
<b>XX-Large</b>	<b>= 7 ¾" - 8"</b>
<b>XXX-Large</b>	<b>= 8" - 8 ¼"</b>