

FREQUENTLY ASKED QUESTIONS

Where should I put the grounding pad?

Your hands and feet are most conductive. Thus, they are ideal for touching the pad. However, you can touch the pad with any part of your body, as long as your bare skin is touching the pad. Most customers use the pad at their workstation, either under their feet, or under their laptop, with the edges at the front of the laptop and their wrists touching the pad. Others prefer to simply touch the pad whilst watching television. And others do sleep on the pad, either under their calves, upper legs, lower back, back or under the shoulders.

Must my bare skin touch the pad?

Yes. Your bare skin must touch the stainless-steel mesh of the pad, not the binding.

Can I bend my grounding pad?

The grounding pad should not be bend as the mesh will be damaged and can create sharp ends that can hurt the user. Take care of your Grounding Buddy.

Can I wash my grounding pad? What if I spill something on my pad?

It is not advised to wash your pad. If you did spill something on your pad, you can soak the pad in clean water and hang it out to dry.

How frequently can I ground?

When you start grounding, you may experience detox symptoms, and if you do it is best to reduce the amount of time you ground until the detox symptoms dissipate. Other than the initial period, you can ground as much as you like. Grounding more than 12 hours a day is advised.

Can my Grounding Buddy shock me?

No, there is NO electricity or live power running through your Grounding Buddy. Only the EARTH is connected. Provided your sockets are properly wired. If you feel a tingling or a sensation that feels like tiny shocks in your body, this is a sign of your body equalising. This will go away after a week or three of regular use. If you stop using the pad and start using it again after a few days, the sensation will return as your body starts equalising again.

Why should I check if my sockets are properly earthed?

For Grounding Buddy to work as it is intended, the wiring in your sockets must be correct. If inside the socket, there are live wires touching your earth wire, this could pose a risk. This is highly unlikely. All properties by law requires a Certificate of Compliance (COC) that is completed by a registered electrician that certifies that all wiring is correct.

What happens if my socket wiring is incorrect or if my home does not have an Earth Leakage Trip Switch?

As said before, by law, all properties should have a working Earth Leakage Trip Switch and correct wiring. If wiring in your sockets is incorrect, the Earth Leakage Trip Switch will trip. If you do not have an Earth Leakage Trip Switch and the wiring is incorrect, the fuse in your Grounding Buddy will blow, in which case your Grounding Buddy won't work. Make sure that your home has a working Earth Leakage Trip Switch and correct wiring.