



Workhorse Pro

Shockwave Therapy System Manual

Version 1.0 (U.S. Edition)
Last Updated: October 2025

Shockwave Distributors LLC – Rochester, NY, USA

1401 Stone Rd., Suite 302A, Rochester, NY 14615
Phone: 585-333-4433 | Email: orders@shockwavedistributors.com
www.shockwavedistributors.com

Overview

The **Workhorse Pro** is a professional extracorporeal shockwave therapy (ESWT) system designed for musculoskeletal, soft-tissue, and rehabilitation use. The system delivers precise radial pressure waves through compressed-air technology to target chronic pain, promote blood flow, and stimulate the healing of damaged tissues.

The Workhorse Pro features both a **shockwave handpiece** and an optional **V-Actor vibration handpiece**, allowing clinicians to perform a wide range of musculoskeletal, myofascial, and recovery applications.

This manual provides instructions for safe installation, operation, and maintenance. Please read carefully before use. Improper operation may result in reduced performance or damage to the unit.



Intended Use

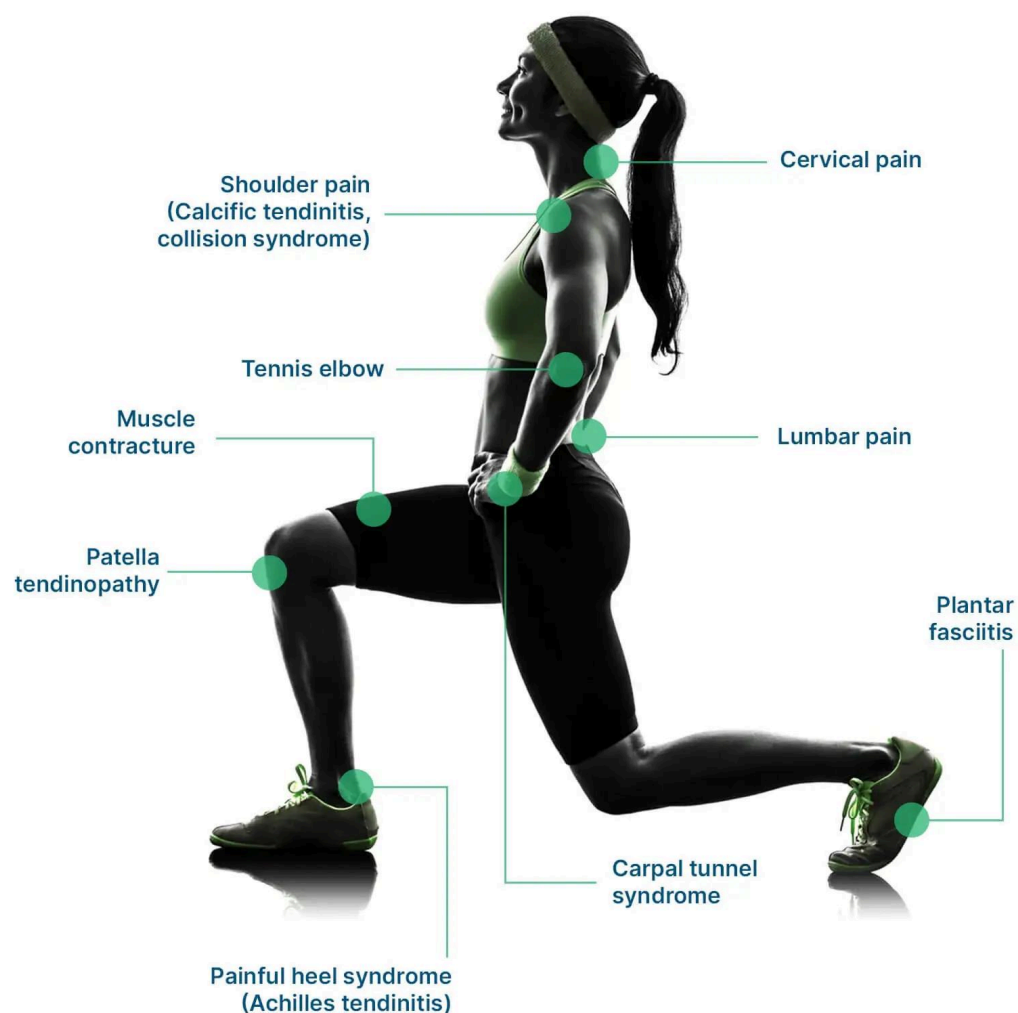
The Workhorse Pro is intended for **non-invasive treatment of chronic pain and soft-tissue conditions**.

Common clinical applications include:

- ✓ Plantar fasciitis
- ✓ Achilles tendinopathy
- ✓ Lateral or medial epicondylitis (tennis/golfer's elbow)
- ✓ Patellar tendinopathy
- ✓ Shoulder calcific tendinitis
- ✓ Myofascial trigger points
- ✓ Scar tissue or chronic muscle tension
- ✓ Post-exercise recovery (with V-Actor handle)

Caution:

The Workhorse Pro is not a diagnostic device and should be used only by trained professionals within their licensed scope of practice.



Important Safety Information

General Warnings

- ✓ Use only as described in this manual.
- ✓ Operate only by trained clinicians familiar with ESWT principles.
- ✓ Do not open or modify the device; service must be performed by authorized personnel only.
- ✓ Always disconnect from power before cleaning or maintenance.
- ✓ Do not expose the device to liquids, humidity, or extreme temperatures.
- ✓ Ensure cables and connectors are undamaged before each session.
- ✓ Keep the device on a stable surface and away from flammable materials.

Warning:

Unauthorized modification or use outside intended indications may void warranty and cause harm.

Contraindications

Do not use the Workhorse Pro on patients with:

- ✓ Pacemaker or implanted electrical devices.
- ✓ Active infection, inflammation, or open wounds.
- ✓ Malignant tumor or cancer near the treatment area.
- ✓ Blood clotting disorders or anticoagulant use.
- ✓ Pregnancy
- ✓ Epiphyseal (growth) plates in children.
- ✓ Neuropathy or sensory impairment.
- ✓ Severe osteoporosis or bone fragility.
- ✓ Corticosteroid injections at the treatment site within the past 6 weeks.
- ✓ Treatment areas over eyes, spine, kidneys, major nerves, or vessels.

Possible Side Effects

Temporary reactions may include:

- ✓ Mild soreness, redness, or bruising at the treated site
- ✓ Temporary swelling or sensitivity
- ✓ Short-term dizziness or fatigue

Symptoms generally subside within 24–48 hours.

Device Overview

System Components

- ✓ Main unit with color touchscreen
- ✓ Shockwave handpiece (primary)
- ✓ V-Actor handpiece (optional accessory)
- ✓ Interchangeable applicator tips (various sizes)
- ✓ Power cord and handle holder
- ✓ Lubricant gel (coupling medium)
- ✓ Wrenches and cleaning tools
- ✓ Spare projectiles and rubber seals

Touchscreen Display and Controls

The touchscreen provides easy access to:

- ✓ Preset treatment programs
- ✓ Settings for frequency (Hz), energy (bar), and pulse count
- ✓ Manual mode for custom parameters
- ✓ Bluetooth connectivity for software control (if applicable)

Tip:

All presets are for guidance only. Clinicians should adjust based on patient tolerance and clinical judgment.

Shockwave Handpiece

The handpiece delivers radial pressure waves through an internal projectile.

- ✓ **Energy range:** 1.0 – 4.0 bar
- ✓ **Frequency range:** 1 – 21 Hz
- ✓ **Projectile lifespan:** ~2 million pulses
- ✓ **Applicator tips:** Varying diameters for different anatomical targets

Replace consumables regularly for optimal performance.

V-Actor Handpiece

The V-Actor is a vibration therapy handle used for:

- ✓ Myofascial massage
- ✓ Lymphatic drainage
- ✓ Trigger point relaxation
- ✓ Post-treatment muscle recovery

Attach the V-Actor handle via the secondary output port.



Note:

The V-Actor operates at lower intensity and is not a substitute for shockwave therapy.

Technical Overview

- ✓ **Power supply:** 110 V / 60 Hz
- ✓ **Output power:** ≤ 230 VA
- ✓ **Operating temperature:** 59–86 °F (15–30 °C)
- ✓ **Frequency:** 1–21 Hz
- ✓ **Pressure:** 1.0–4.0 bar
- ✓ **Pulse counter:** automatic tracking and pause function

Installation & Setup

Unpacking and Inspection

- 01 Unpack the device carefully and verify all components.
- 02 Inspect the power cable, handpieces, and connectors for damage.
- 03 Retain all packaging for future transport.

Placement and Environment

- ✓ Use on a flat, stable surface with space for ventilation.
- ✓ Avoid excessive humidity, direct sunlight, or dusty areas.
- ✓ Recommended room temperature: 68–77 °F (20–25 °C).

Electrical Connection

- 01 Ensure main power switch is **OFF**.
- 02 Connect the supplied power cable to the **Power Socket** and then to a grounded outlet.
- 03 Turn the rear Power Switch **ON**.

 **Caution:**

Use only the provided grounded power cable.

Connecting the Handpieces

- 01 Plug the **shockwave handpiece** into the primary output socket.
- 02 Plug the **V-Actor handle** into the secondary socket if in use.
- 03 Ensure both cables are secure before operation.

System Startup

- 01 Power on the system.
- 02 The touchscreen will illuminate and load the main interface.
- 03 Enter the default password (**000000**) if prompted.
- 03 Set the **language**, **date**, and **time** in Basic Settings. (Advanced Settings are for service personnel only.)

Operating Instructions

Home Screen Overview

From the touchscreen home menu, users can:

- ✓ Select a **preset treatment site** (e.g., elbow, knee, plantar fascia)
- ✓ Enter **manual mode** to adjust parameters manually
- ✓ View usage counters and system settings

Bluetooth and Software Connection

- 01 Power on the included tablet or laptop.
- 02 Enable Bluetooth and pair with the Workhorse Pro.
- 03 Launch the control software and select “Workhorse Pro.”
- 04 Once connected, select a treatment program or operate in manual mode.



Note:

The V-Actor handle requires a Bluetooth connection for use.

Selecting a Treatment Program

Choose from up to 48 preset protocols, organized by body region. Each preset provides recommended:

- ✓ Energy level
- ✓ Frequency
- ✓ Pulse count

Bluetooth and Software Connection

- 01 Power on the included tablet or laptop.
- 02 Enable Bluetooth and pair with the Workhorse Pro.
- 03 Launch the control software and select “Workhorse Pro.”
- 04 Once connected, select a treatment program or operate in manual mode.



Tip:

Presets are designed as reference values based on clinical norms. Adjust as necessary.

Manual Mode Operation

- ✓ Set energy (1.0–4.0 bar).
- ✓ Set frequency (1–21 Hz).
- ✓ Set total pulses (e.g., 2000).
- ✓ Apply coupling gel to the treatment site.
- ✓ Press **Start** to begin.
- ✓ Move applicator in small circular or linear motions.

Using the Shockwave Handpiece

- ✓ Maintain full skin contact at all times.
- ✓ Use gentle, steady motion without pressing excessively.
- ✓ Do not remain stationary on one point for long durations.

Using the V-Actor Handpiece

- ✓ Attach the desired tip (25#, 40#, etc.).
- ✓ Apply to the target area with light pressure.
- ✓ Move continuously to avoid localized irritation.
- ✓ Suitable for post-treatment muscle relaxation or lymphatic stimulation.

After Treatment

- 01 Wipe off remaining gel.
- 02 Inspect the skin for redness or bruising.
- 03 Clean and disinfect the applicator.
- 04 Power down the unit.

Treatment Guidelines

General Recommendations

- ✓ **Treatment time:** 10–20 minutes per area
- ✓ **Frequency:** 1–2 sessions per week
- ✓ **Course:** 5–10 sessions depending on response

Allow at least 48 hours between treatments on the same site.

Suggested Starting Parameters

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

Patient Preparation

- ✓ Explain treatment sensations and expected outcomes.
- ✓ Ensure comfortable patient positioning.
- ✓ Remove jewelry or metal near the site.
- ✓ Apply a thin, even layer of coupling gel.

Positioning and Technique

- ✓ Move the applicator slowly and evenly over the treatment area.
- ✓ Maintain consistent pressure.
- ✓ Avoid bony prominences when possible.

Post-Treatment Care

- ✓ Inform patients that mild soreness or redness is normal.
- ✓ Inform patients that mild soreness or redness is normal.
- ✓ Light stretching or movement is encouraged.

Maintenance & Cleaning

Daily Cleaning

- ✓ Power off and unplug the system.
- ✓ Wipe exterior surfaces with a soft cloth and mild disinfectant.
- ✓ Clean applicators after every patient.
- ✓ Avoid spraying liquids directly into openings.

Replacing Applicator Tips

- ✓ Remove used tip using the supplied wrench.
- ✓ Install new tip clockwise until snug.
- ✓ Avoid overtightening.

Replacing the Projectile

Replace after approximately 2 million pulses.

- ✓ Remove the applicator.
- ✓ Invert handpiece to release old projectile.
- ✓ Insert new bullet.
- ✓ Reattach tip securely.

Cleaning and Maintaining the Pipes

- ✓ After every 300,000 pulses, clean the internal pipe with the supplied brush.
- ✓ Use gentle motion; do not scratch the chamber walls.

Storage and Transport

- ✓ Store between 50–104 °F (10–40 °C) in a dry environment.
- ✓ Use original packaging for transport.

Calibration and Service

If prompted for calibration:

- 01 Follow touchscreen prompts (“+” targets).
- 02 Tap each as directed.
- 03 If problem persists, contact support.

Troubleshooting & Calibration

Issue	Possible Cause	Solution
Device won't power on	Power not connected	Verify cord and outlet
No output	Loose cable or worn bullet	Check connection and replace parts
Weak output	Tip or projectile worn	Replace consumables
"Err0" message	Calibration required	Follow on-screen instructions
Excessive vibration	Loose applicator	Retighten

 **Tip:**

Regular maintenance prevents 90% of operational issues.

Technical Specifications

Parameter	Specification
Power Input	Power Input
Power Output	≤ 230 VA
Energy Range	1.0 – 4.0 bar
Frequency	1 – 21 Hz
Preset Programs	48
Projectile Life	≈ 2 million pulses
Operating Temperature	59–86 °F (15–30 °C)
Dimensions	Approx. 15 × 12 × 8 in
Weight	≈ 22 lb (10 kg)

Accessories & Replacement Parts

Standard Package

- ✓ Workhorse Pro console
- ✓ Shockwave handpiece
- ✓ V-Actor handle (optional)
- ✓ Applicator tips (6)
- ✓ Projectiles (4)
- ✓ Power cable
- ✓ Wrenches and cleaning brush
- ✓ Lubricant gel
- ✓ Spare seals and rings

Optional Accessories

- ✓ Additional bullets and applicator sets
- ✓ Replacement handpiece assemblies
- ✓ Travel case or clinic stand

Warranty & Customer Support

Limited Warranty

Shockwave Distributors LLC warrants the Workhorse Pro for 12 months from the date of purchase against defects in materials or workmanship.

Covered components:

- ✓ Main console
- ✓ Handpieces (excluding consumables)
- ✓ Power system and software

Consumables (tips, bullets, gels) are not covered.

Warranty Exclusions

This warranty does not cover:

- ✓ Improper operation or maintenance
- ✓ Unauthorized modification or service
- ✓ Damage from moisture, power surges, or dropping
- ✓ Use of non-approved parts

Service & Returns

- ✓ Record serial number and problem description.
- ✓ Contact Shockwave Distributors Support.
- ✓ Receive an RMA number before returning equipment.
- ✓ Ship in original packaging.

Repairs or replacements are processed promptly upon 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

Do not dispose of this device with household waste.

Return to Shockwave Distributors or an authorized e-waste center per local regulations.

