

## Frequently asked Questions – Vilim Ball

### **Can two different people use the same Vilim Ball**

The VILIM ball device performs AI based personalisation. It adapts to each person's hand tremor - individually. As a result, one VILIM ball should not be used by more than one person.

### **What does the therapy feel like?**

VILIM ball device therapy sensation is quite unique. Some people describe the sensation as a buzzing or tingling feeling. While the sensation can be intense, it is not painful. Many people in fact have shared with us that it is quite relaxing and soothing.

### **What side effects are evident?**

No side effects were found. However, continuous post-market clinical studies are still being performed.

### **How often and for how long can I use the Vilim Ball?**

It is recommended to use the device up to 30 minutes per day for each hand. The recommended duration of therapy is 10 minutes. It may be shorter in individual cases, but this should be determined on a case-by-case basis by monitoring the body's response.

### **Can I use Vilim Ball if I have had DBS?**

No studies have been carried out on patients with DBS. Although we do have clients who are successfully using the VILIM ball device, we always strongly recommend consulting your doctor first, before using the VILIM ball. Here are some references that can be given to doctors:

- User Manual <https://vilimed.com/ifu/>
- Brochure [https://vilimed.com/.../2024/01/Brochure\\_VILIM-ball-3.pdf](https://vilimed.com/.../2024/01/Brochure_VILIM-ball-3.pdf)

### **Can I use Vilim Ball if I have a pacemaker?**

No studies have been carried out on patients with pacemaker. Although we do have clients who are successfully using the VILIM ball device, we always strongly recommend consulting your doctor first, before using the VILIM ball. Here are some references that can be given to doctors:

- User Manual <https://vilimed.com/ifu/>
- Brochure [https://vilimed.com/.../2024/01/Brochure\\_VILIM-ball-3.pdf](https://vilimed.com/.../2024/01/Brochure_VILIM-ball-3.pdf)

**Can I take Vilim Ball on a plane with me?**

Yes, you can take a VILIM ball with you during the flight. It is a usual electronic device, just keep in mind, that due to flight regulations you can carry only one (or not more than two) devices in your luggage with a lithium battery.

**Can I return the Vilim Ball?**

Not sure if this device is right for you? We are confident in our product, so we offer a 30-day money-back guarantee. This probationary period is designed to test whether this device is right for you and to decide whether you want to keep it or not.