

## At-Home Therapy for Bladder Leakage, Urgency & Frequency. Just 2½ Minutes 2x a Day.

Your healthcare provider should discuss all potential benefits and risks with you. For a complete summary of the risks and instructions for the *leva* Therapeutic, see its [Instructions for Use](#)

### How to Get *leva*

#### What are *leva*'s indications for use?

The *leva*® Therapeutic is intended for strengthening of pelvic floor muscles, and rehabilitation and training of weak pelvic floor muscles for the treatment of stress, mixed, and mild to moderate urgency urinary incontinence (including overactive bladder) in women. Treatment with the *leva* Therapeutic is by prescription and is not for everyone. Please talk to your healthcare provider to see if the *leva* Therapeutic is right for you.

#### Can I get *leva* without a prescription?

No. *leva* is only available via a prescription through your healthcare provider.

#### How can I get a prescription for *leva*?

You can mention *leva* when discussing bladder leakage with your healthcare provider OR schedule a telehealth visit with a healthcare provider at [www.buyleva.com](http://www.buyleva.com).

#### Do I need a follow-up appointment at my healthcare provider's office?

Your healthcare provider may or may not require a follow-up appointment after prescribing *leva* to follow your progress. Please follow the guidance of your provider.

#### Is *leva* covered by insurance?

*leva* is not currently covered by insurance. However, payment plans are available for the *leva*. If you believe you cannot afford *leva*, please contact us at (866) 735-8423.

#### Can I use my FSA/HSA to purchase *leva*?

Yes, the Renovia Women's Center can help you place your order if you'd like to pay for *leva* using your Flexible Spending Account or Health Savings Account debit card. To speak with a Renovia Woman's Center Educator today at (855) 538-2594.

#### Is there co-pay assistance?

Co-pay assistance is not available at this time. We do offer flexible payment options. Please contact us at (855) 538-2594 for more information.

#### How will I receive my *leva*?

Once you've chosen to purchase *leva*, it will be shipped to you by Renovia's pharmacy partner. You will receive a box containing your new *leva*, a *leva* storage case, and a quick start guide to help you get started.

#### What happens after I receive my *leva*?

The app contains videos and step-by-step instructions how to get started with *leva*. The Renovia's Women's Center will also contact you regarding onboarding and/or to answer any questions that you may have. If you ever have any questions, please call Renovia at (855) 538-2594.

## Using *leva*

### How will I learn how to use *leva*?

Instruction on how to use *leva* are shown when you download the *leva* app. The app contains videos and step-by-step instructions how to use *leva* effectively. In addition to the app, coach from the Renovia Women's Center will contact you regarding onboarding and will answer any questions that you may have. If you ever have any questions, please call Renovia at (855) 538-2594.

### Can I use *leva* sitting down or lying down?

No. *leva* was designed for use in the standing position. For further instructions on the use of the *leva* Therapeutic, see its [Instructions for Use](#).

### What does a training session consist of?

A training session is a series of 5 lifts with resting periods between. After each lift and rest, you will be shown your lift and hold time results. After all lifts are completed, you will be shown the average of all 5 lift and hold time results. For further instructions on the use of the *leva* Therapeutic, see its [Instructions for Use](#).

### How do I keep *leva* in place while performing training?

Before beginning your exercise, pull your underwear up just enough to gently hold the *leva* in place. Users may also decide to hold the base of the *leva* to keep it from moving. For further instructions on the use of the *leva* Therapeutic, see its [Instructions for Use](#).

### Can I use a lubricant with *leva*?

If you find it difficult to insert, you may use water alone or, if needed, a small amount of water-based lubricant. (Do not use oil or petroleum-based lubricants.) Use a very small amount of lubricant on and around the very tip of *leva* and this should help with insertion. If *leva* has been inserted correctly, you should not feel any discomfort. If you continue to experience discomfort, you can contact your coach in the Renovia Women's Center. If you experience pain during insertion or during or after use, please contact your health care provider.

### Does using *leva* hurt?

You should not experience pain when inserting *leva* into your vagina or when using the *leva*. Please review *leva*'s User Manual carefully before you use *leva*. If you experience pain during insertion or during or after use, please contact your health care provider.

### Will using *leva* cause an infection?

No. If you wash your hands and clean *leva* properly, as instructed, the product will not cause an infection. The materials used in manufacturing *leva* have been thoroughly tested. A small number of people may be sensitive to the materials used in making *leva*, but most women can use *leva* without any trouble.

### How do I clean my *leva*?

To clean the *leva* probe, wash your *leva* with mild, soapy water. Do not submerge the device or its case and take care not to excessively bend or twist the probe as this can damage the device. Gently dry the *leva* and return it to its storage case to preserve battery life and protect it from damage.

### How do I clean my *leva* storage case?

Do not wash or submerge the *leva* case. If the case needs cleaning, wipe the *leva* case with a damp cloth moistened with water. Do not wash the case with alcohol or other chemical cleaners.

### How should I store my *leva*?

After cleaning, return the *leva* to its storage case to preserve battery life and protect it from damage.

### What is *leva* made of?

The *leva* device is made of Thermoplastic Elastomers (or "TPE") which has been tested for biocompatibility and determined to be safe for vaginal insertion.

### Is the *leva* BPA-Free?

There are two pieces to the *leva* device, the probe and the case. The probe, which is the inserted part of the device, is BPA-Free. The case, which is used to store the device, is not BPA-Free. It has been established that BPA is used in part of the manufacturing process.

## Using *leva* (Continued)

### What if I have a latex allergy?

Latex and thermoplastic elastomers are two different products. Latex is a natural product and thermoplastic elastomers is a man-made product. *leva* is made of Thermoplastic Elastomers (or “TPE”) which has been tested for biocompatibility and determined to be safe for vaginal insertion. Please talk to your healthcare provider if you have any concerns.

### Can *leva* leave anything behind in my body?

No, there are no exposed parts on the *leva*. All the electronics are completely enclosed in the device itself.

### Can I get an electrical shock from *leva*?

No. The electronics are completely enclosed and *leva* has gone through rigorous safety testing. If you see an opening or if *leva* has been punctured or damaged in any way, please discontinue use immediately.

### Can *leva* get lost or stuck inside me?

No. *leva* goes into the vagina. It cannot get lost or stuck in your body. It remains in the vagina and can be removed by slowly and gently pulling the *leva* device downward in the same angle as it was inserted.

### Can I share my *leva*?

No. It is a single-user product. It is for your personal use. Do not share *leva* with anyone.

### Can I use *leva* when I’m pregnant?

No. Do not use the *leva* while pregnant, or if you think you may be pregnant, unless recommended by your doctor.

### When can I expect to see results with *leva*?

Every woman is different. Many women see improvement in as little as 4 weeks. If you don’t see improvement that soon, don’t give up. The Renovia Women’s Center will support you through 12 weeks of therapy as it sometime takes longer to see results.

### Can I use *leva* when I have my period?

Yes. You can use *leva* when you are menstruating. Do not use *leva* when wearing a tampon

### What if I use *leva* and don’t see results?

Unfortunately, some women may not see results with *leva*. If that is the case, we offer a 6-month money back guarantee. To qualify for this Money Back Guarantee, you must complete your twice daily exercises in Training Mode for 30 consecutive days within 6 months of shipment. Contact Renovia for further details on this money-back-guarantee.

### Does *leva* have a warranty?

Yes, there is a 1-year limited warranty on your *leva* device. The full limited warranty terms and conditions applicable to *leva* can be found at [www.knowleva.com](http://www.knowleva.com).

### Can I take *leva* on an airplane?

Yes, *leva* can go in your carry-on or checked bag on an airplane.

### Can I use *leva* outside of the US?

*leva* can be used outside of the U.S. however the app must be downloaded and account created before leaving the country. The app is not available in app stores outside of the U.S.

### How do I get new batteries for my *leva*?

Please contact the Renovia Women’s Center and they can assist you in ordering a new battery.

### What do I do with my *leva* once I see symptom relief?

We recommend you use your *leva* for the full 12-weeks even if you see symptom relief before then. If you feel full symptom relief after 12 weeks, you can stop using the *leva* and store it in a safe, dry, place. You may or may not need to use your *leva* again although most women continue to use *leva* at some decreased frequency.

### Is *leva* a vibrator?

No, *leva* is not a vibrator. *leva* is a medical device prescribed by doctors to help women strengthen their pelvic floor muscles.

## About the *leva* APP

### Is my phone or tablet compatible with the *leva* therapeutic?

The *leva* app is available for Android™ & iOS although specific compatibility requirements do need to be met for the device to work properly. To get more information, please contact a Renovia Educator for more information at (855) 538-2594.

### How do I get the *leva* App?

The *leva* app is available for download for iPhone and Android. Search “*leva*” in the app store.

### Do I have to pay to download the *leva* App?

No. The *leva* App is free and included when you purchase *leva*.

### What is an ideal score?

There is no ideal score as each person is different. However, the goal is to increase your score as you perform your pelvic floor muscle training over time. Your coach in the Renovia Women’s Center will work with you to get the most out of your training to understand what your score means to you.

### Should the scores go up or down?

The goal for most woman is for scores to increase over time. Your coach in the Renovia Women’s Center will work with you to get the most out of your training to understand what your score means to you.

## App Troubleshooting

### I’m having trouble with my *leva* and/or app, what should I do?

Please contact the Renovia Women’s Center at (855) 538-2594 and they can assist you.

### Why is the line on the app not moving while I am doing my pelvic floor muscle training?

There may be multiple reason why you are not seeing the training line move while you are performing your lifts. Your coach in the Renovia Women’s Center can provide you tips to get the best results from your training. Please contact the Renovia Women’s Center at (855) 538-2594 and they can assist you.

### Why can’t I get out of the pink zone?

There may be multiple reason why you are not able to get out of the pink zone while you are performing your lifts. Your coach in the Renovia Women’s Center can provide you tips to get the best results from your training. Please contact the Renovia Women’s Center at (855) 538-2594 and they can assist you.

### Why is the line curved on the visual display?

*leva* is soft and pliable, and conforms to the shape of your vagina.

## Privacy and Safety

### Is the information on the Renovia database confidential?

Yes. The information that is in the Renovia database is confidential. Please see Renovia’s Privacy Policy for further details. Also, please be careful to not share your username or password with anyone that you do not want to share your *leva* use information with.

### What are the safety warnings for *leva*?

Do not use while pregnant, or if you think you may be pregnant, unless authorized by your doctor. Do not leave the *leva* in your body for longer than necessary to complete the training session. Do not

use in any other place in your body or have sexual intercourse while the *leva* is inserted. If you experience odor, fever, diarrhea, any signs of infection, or of an allergic reaction, contact your doctor immediately. For a complete summary of the risks and instructions for *leva* Digital Therapeutic, see its Instructions for Use available at Renovia’s website. Treatment with *leva* Therapeutic is prescribed by your doctor. This treatment is not for everyone. Please talk to your doctor to see if it is right for you. Your doctor should discuss all potential benefits and risks with you.