

Dear Patient,

eNeura®, the manufacturer of the SpringTMS® and sTMS mini® devices, acknowledges that it is safe to travel with the device and has a couple of recommendations. Bring the device with you in your carry-on bag and treat it as you would a laptop. Remove it from the bag and place it in the provided container to go through x-ray. Place the Instructions for Use in the container with the device. Security will wipe down the device to check it for hazardous materials. Due to the recent lithium battery restrictions, it is recommended to carry your device with you in your carry-on luggage – do not place in your checked luggage.

According to the Transport Security Administration (TSA) Contact Center:

“Generally, medically necessary equipment and supplies are allowed after they have been screened, unless the items are prohibited.

If you are traveling with medically necessary items, please separate them from your other belongings and notify the Transportation Security Officer (TSO). If you do not want an item x-rayed, please inform the TSOs before screening begins. Certain items may not be eligible for alternate screening and must be x-rayed. If alternate screening is available, you will receive additional screening, to include a pat-down.

For more information about traveling with a disability or medical condition or to learn about our TSA Cares program, please visit https://url.serverdata.net/?ar_r6PwEllmAYSHV43oiV-2MrBtgvjjLlFiW89K-eHkwlCFcl-sOiBsuhnCsaiR3T03pLb1qc8swnrfUCoNswNQ~~ . You may always ask to speak to a Supervisory TSO at any time during the screening process.”

Many patients print out this email and carry it with them when traveling just in case additional information is needed.

Please note, if you are traveling to a destination with heightened security restrictions, you should contact your travel security authority for tips on traveling with medical devices as rules may differ between countries.

If you have any questions, please contact Customer Care at 1-408-245-6400 in the United States or 011 020 3695 4063 in the UK (option 1 for Customer Care).

Thank you and safe travels!

Kind regards,
eNeura Customer Care
customercare@eneura.com