

DonJoy® IceMan® Therapy Units help you manage pain and swelling with the controlled delivery of cold therapy.

TROUBLESHOOTING

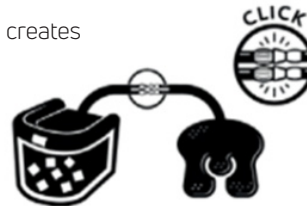
UNIT IS NOT TURNING ON

- Check that you have the correct power cord
 - » Classic³ (Grey/Blue) = 12V Cord
 - » Clear³ (Clear/Black) = 8.5V Cord
- Check that the cord is firmly plugged into the back of the unit and a working wall outlet



WATER IS NOT CIRCULATING INTO THE PAD

- Make sure cooler is properly filled with ice and water to fill line
- Lid is on with label facing up, handle is raised, and connection is secure; this creates proper suction for lid on the unit
- Check/clean filter cap located inside the cooler next to the mixing chamber
- Check hose and pad connection
 - » Disconnect the hose/pad by pushing the grey button
 - » Listen for two "clicks" when reconnecting
 - » DO NOT push down on the grey button when reconnecting



PAD IS NOT GETTING COLD

- Check that ice-to-water ratio is correct and filled to fill line
- Make sure you are NOT using water bottles as ice blocks to cool the water
 - » Plastic bottles affect water temperature
 - » Labels and glue can clog the filter
- Check connection of the hose to the pad is secure



WATER IS LEAKING

- Check cooler for damage
- Make sure the hose is secured to the pad if the leak is near where they connect
- If the leak is within the cold pad itself, pad must be replaced.

CLEANING AND STORING

1. With dry hands, unplug the power cord from the back of the unit and the outlet
2. Empty the water/ice from cooler
3. Remove filter cap for cleaning
 - » Filter cap is located at the bottom of the mixing chamber, inside the unit
 - » Clean the filter cap then re-attach
4. Refill cooler with warm water to the fill line and add 1-2 tablespoons of bleach
5. Replace the lid, place unit on a dry level surface, connect the pad, and plug in
 - » Let the unit run for 10 minutes
6. Empty the cooler and wipe the inside of the unit dry
 - » Leave the lid off the unit for at least 1 day to air dry
7. Drain cold pad with the hose facing downward by pushing the ends of the connectors
 - » Some residual water may remain in the pad.



Scan QR code above to see our cleaning and storing video

FAQS

1. Other than standard ice cubes, what can I use to cool the water in my IceMan Classic³ or Clear³ unit?
 - » Acceptable methods of cooling the water include putting water in flexible plastic drinking cups or food storage containers and freezing those to make larger ice blocks, which can be removed then dumped into the unit.
2. Can I freeze water bottles and place them into the IceMan Classic³ or Clear³ unit?
 - » No, this is not recommended for a couple of reasons.
 - » First, the plastic from the bottle creates a barrier between the ice and the water in the unit which can prevent the water from reaching optimal therapeutic temperature.
 - » Secondly, paper and/or glue from the water bottle label can break down into the water in the unit, creating issues if it travels into the hose/pad.
3. The pad doesn't seem to feel very cold. How do I know the water is cold enough?
 - » Any temperature below 55°F is in the therapeutic range for cold therapy. Our semi-closed loop system utilizes a mixing chamber and has a flow rate that delivers the water into the pad within the optimal treatment range 38°F – 42°F.
 - » Double check to make sure you have appropriately filled the unit with enough ice to cool the water.
4. It seems like my IceMan Classic³ or Clear³ unit is not working, but I cannot figure out exactly what is wrong. What should I do?
 - » First steps are to attempt to troubleshoot the unit by following our troubleshooting checklist.
 - » If you are still unable to find and/or solve the issue with the unit, you can reach out to Product Specialists at 1-888-405-3251 or product.specialist@djoglobal.com
5. What is the best way to clean my IceMan Classic³ or Clear³ Unit?
 - » Scan the QR code below to be directed to a video that demonstrates cleaning and storage recommendations for your IceMan Unit. .



Scan QR code above to see our cleaning and storing video



Scan QR Code to contact your local sales rep

enovis

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Warning content: This device can be cold enough to cause serious injury. DO NOT use this device without a prescription from a physician.

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