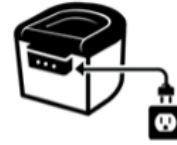


DonJoy® IceMan® Therapy Units help you manage pain and swelling with the controlled delivery of cold therapy. Here's how to troubleshoot your unit and keep you on the road to recovery.

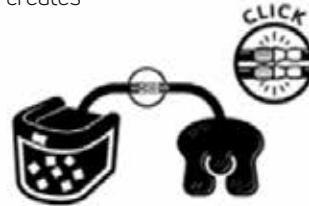
UNIT IS NOT TURNING ON

- 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.



SCAN QR CODE TO CONTACT YOUR LOCAL SALES REP

If you are still experiencing challenges after attempting these troubleshooting tips, please call product specialists at 888 - 405 - 3251

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DJ20-MKT00-12446 RevA

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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