

DONJOY® ICEMAN® THERAPY UNITS HELP YOU MANAGE PAIN AND SWELLING WITH THE CONTROLLED DELIVERY OF COLD THERAPY.

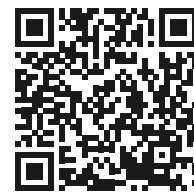
Here are answers to frequently asked questions about your unit to help keep you on the road to recovery.

FAQS

1. Other than standard ice cubes, what can I use to cool the water in my IceMan Classic³® or Clear³ Unit?
 - a. Acceptable methods of cooling the water include putting water in Red Solo Cups or Tupperware and freezing them 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?
 - a. No, this is not recommended for a couple of reasons.
 - i. 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.
 - ii. 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?
 - a. 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.
 - b. 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?
 - a. First steps are to attempt to troubleshoot the unit by following our troubleshooting checklist.
 - b. If you are still unable to find and/or solve the issue with the unit, you can reach out to our product specialists 888-405-3251.
5. What is the best way to clean my IceMan Classic³ or Clear³ Unit?
 - a. Scan the QR code below to see a video on how to clean and store your 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.

Individual results may vary. Neither DJO, LLC nor any of the Enovis companies dispense medical advice. The contents of this document do not constitute medical, legal, or any other type of professional advice. Rather, please consult your healthcare professional for information on the courses of treatment, if any, which may be appropriate for you.