



POLAR Products



Active Ice® Cold Therapy System (#AIST) Instructions - Page 1

Read and follow all Instructions, Cautions and Warnings before operating this therapy system.

OPERATING INSTRUCTIONS

WARNING: The Active Ice® System can seriously injure skin if improperly used. Follow all instructions to ensure patient safety. Use only under the direction and supervision of a licensed healthcare practitioner. Polar Products, Inc. will not be liable for injuries that result from misuse or misapplication of this system.

Use Only as Prescribed

Patients first need to be assessed by their physicians for contraindications, risk factors, and medical history before using this product. Supervision may be necessary to ensure precautions are followed, especially with young children and the elderly. Adhere strictly to your practitioner's instructions regarding use, treatment times, treatment frequency, settings, self-assessment and best practices regarding your specific condition. See page 4 of this instruction manual for more information on warnings, and risk factors for cold induced injury and / or contraindications.

Wear Proper Insulating Fabric

Always wear a protective layer of fabric between the skin and the Active Ice® bladder. If post-surgery dressing or bandages on target therapy area do not completely cover the skin, place a piece of fabric over the bandage to ensure complete skin coverage. **CAUTION: Never use this non-sterile bladder on broken skin.**

Setting Up the System

- CAUTION: Always begin with power supply unplugged.** Do not turn on the system until all connections are complete and the hose from the cooler to the therapy bladder is free from bends or restrictions, as this will restrict water flow through the system.
- Open the reservoir and **fill with ice** to near the top of the cooler. **TIP! Fill the reservoir with large blocks of ice for an extended cooling time. For example: freeze water in milk cartons, then tear away the carton.**
- Add cold tap water to the fill line, approximately 1.5 to 2 quarts.** Always ensure the water covers the pump. **DO NOT OVERFILL. NEVER OPERATE THE UNIT WITHOUT WATER! This can cause pump failure.**
- Connect the therapy bladder hose to the cooler hose. Depress tabs on couplings before connecting. Couplings "click" when they are properly locked together.
- Plug power supply into the unit and into a wall outlet. If using a battery pack, follow instructions with the pack.
- Adjust the temperature control to "Coldest" and turn the timer knob clockwise to turn the unit on. Allow the unit to run a few minutes for the temperature to stabilize before using the system. Always ensure that there is water flowing through the top return tube to the cooling reservoir.
- Use the enclosed elastic belt with hook and loop tabs to hold the universal bladder comfortably on the targeted body part. (See page 2, "Instructions for Use of Therapy Bladder", for proper fit with elastic belts.) **CAUTION: Always use an insulation barrier (such as Webril, Kerlix, cast padding, or elastic bandage) between the therapy bladder and the skin.**
- Adjust the temperature control to the desired level. When the temperature has risen above the desired temperature, refill the reservoir with ice. (See steps 'b' and 'c'.) Drain water if necessary.
- Confirm that water is flowing through the return flow tube at the top of the cooler when the system is on.**



Skin Inspection

Inspect the skin under the universal bladder as prescribed by your health care practitioner. Do not use this system if dressing, wrapping, bracing, or casting prevents skin checks. **CAUTION: Stop use and contact your practitioner immediately if you experience any adverse reactions, such as increased pain, burning, itching, increased swelling, blisters, increased redness, discoloration, welts, other changes in skin appearance, or any other reaction identified by your practitioner.**

Ending Session

Turn the unit off and disconnect the power supply. Depress the metal tabs on the hose coupling and gently pull apart. Empty the reservoir and wipe out after each use.

Care and Maintenance

Empty and wipe out cooling reservoir after each use. When necessary, wipe cooling reservoir and hoses with warm, antibacterial soapy water. Once a month, and before extended storage, pour 16 ounces of Isopropyl (Rubbing) Alcohol in the reservoir with the ice and water while system is in use.



INSTRUCTIONS FOR USE OF UNIVERSAL THERAPY BLADDER

NOTE: For use only with the Active Ice® System manufactured by Polar Products, Inc.

WARNING: Read and follow ALL Instructions, Cautions and Warnings provided with the Active Ice® System before using this bladder or operating the therapy system. This product must be used in accordance with all instructions provided with the system. Polar Products, Inc. will not be liable for injuries that result from misuse or misapplication of this system.

CAUTION: Always wear a protective layer of fabric between the universal bladder and the skin. Use an additional insulation barrier over a sterile dressing that does not completely protect the skin. Never use this non-sterile universal bladder directly on the skin.

1. Do not turn the system on until all connections are complete and the hose from the cooler to the wrap is free from bends or restrictions.
2. Place the bladder over the targeted area with the smooth side toward the skin.
CAUTION: Always use this bladder with a protective layer of fabric between the bladder and the skin.
3. Use the enclosed elastic belt, tab or optional compression wrap* to comfortably hold the bladder in place. Place the bladder on the target body part and hold in place with the elastic strap.



CAUTION: Do not over-tighten the elastic belt(s) or pinch the tubes or bladder.

4. Connect the bladder tubes to the Active Ice® System tubes with the quick connect couplings. Depress the tab on the female coupling first, then press the system coupling into the bladder coupling until you hear a “click” sound. This click is the sound of the couplings connecting and locking into place.
5. Be sure the hoses are not restricted or bent, as this will restrict water flow through the entire system.

**The optional compression wraps are an additional purchase and are not included with the purchase of the system. Please call or visit our website to purchase additional accessories. SEE INSERT FOR COMPRESSION WRAP INSTRUCTIONS.*

WARRANTY AND SERVICE

Polar Products, Inc. warrants that the Active Ice® System is fit for use under the normal use for which it is intended and free of any defects in materials and/or workmanship for 6 months from the date of initial purchase.

Polar's obligation under this warranty is limited to the replacement or repair of any defective part(s) of this product. If you encounter a problem with your Active Ice® System, please call our Customer Service at 1-800-763-8423 to obtain a Returned Goods Authorization number (RGA.) To obtain warranty service on your system, please return the system, dated sales receipt (or packing list, as proof of purchase) and RGA number to: **Polar Products, Inc. 3380 Cavalier Trail, Stow, OH 44224.** Please include your phone number, any correspondence, and an explanation of the problem. Upon receipt, Polar's Service Department will determine the cause of failure and, if determined to be an issue covered by the warranty, will repair (or replace, as necessary) your system and return it to you, postage paid.

PLEASE NOTE: HEALTH REGULATIONS PROHIBIT US FROM ACCEPTING RETURNS ON COLD THERAPY SYSTEMS UNLESS THERE IS A PROBLEM WITH ITS OPERATION (AS COVERED BY THE WARRANTY.) If the unit is within its 6 month warranty period, it will be repaired or replaced with a new unit. Couplings are a wear item and may need to be replaced. They are available for individual purchase.

TROUBLESHOOTING GUIDE

If the solutions suggested below do not address your question or issue, please call our Customer Service department at **1.800.763.8423** and we will do everything possible to help.

IF THE PUMP IS NOT RUNNING:

Confirm that the transformer is properly plugged into the unit and the wall outlet. A small green light (located on the transformer box) should be on if the transformer has power.

IF THE THERAPY BLADDER IS NOT GETTING COLD:

FIRST: Is water flowing out of the top water return tube in the cooler?

If water is NOT flowing out of the top water return tube:

- **Check the temperature control knob.** Ensure that the temperature control knob located on the top of the blue box is turned to maximum cold (“COLDEST”). Always adjust this control to ensure there is a flow of water from this top water return tube.
- **Check the water level in the cooler.** Confirm that the pump is completely submerged in the water.
- **Check for kinks.** Ensure there are no kinks or pinches in the hoses, tubing or therapy pad.
- **Adjust the belt.** Ensure that the belt(s) holding the bladder to the body are not too tight and impeding flow.
- **Check for obstructions.** Turn the system off. Disconnect couplings to ensure there is not an obstruction. Remove anything lodged in the coupling or tubing. Also ensure there are no obstructions at the bottom pump intake.
- **Check the couplings.** Confirm that the universal bladder hose couplings are properly seated. (Couplings should “click” when locked). Reseat connectors between the hose and the wrap. Turn off the unit, disconnect couplings and reconnect. When connecting the couplings be sure the metal tab on the female coupling is pushed in before trying to connect.
- **Check the pump.** Occasionally an air bubble can get lodged in the pump intake. Turn the pump motor, located in the reservoir, vertically to horizontally to dislodge any air bubble.

Water Return Tube



Female Couplings



Male Couplings



TROUBLESHOOTING TIP! A good way to isolate the problem is to **remove the couplings** from the insulated tubing attached to the reservoir. To do this, simply turn off the unit, pull off (or cut off) the couplings, place the end of the hoses over a sink and turn the system on. If water flows freely, the obstruction is in the couplings, tubing or bladder. **Couplings can become blocked with minerals, hair etc. Use a paper clip to clear the blockage.** A new coupling or bladder may be necessary. To reattach the couplings simply cut the tubing back to unused tubing and push the coupling back into the tube.

If water IS flowing out of the top water return tube:

- Ensure that the reservoir is filled with ice. Note the line inside the cooler.
- Adjust temperature control to “coldest” (see picture above).

IF THE UNIT IS LEAKING AT THE CONNECTIONS:

If a leak exists, turn off the unit. Disconnect and reconnect the bladder couplings and ensure both sides are clicked in properly. When connecting the coupling ensure that the silver release clip platform on the female coupling is pressed down prior to insertion. **NOTE: Couplings have rubber “O” rings that can become worn and dysfunctional. Replacement couplings may need to be purchased from Polar Products.**

TROUBLESHOOTING TIP! To replace the couplings simply cut off the coupling just above where the coupling barbs extend into the tube. Trim the blue insulation if necessary and push in the new coupling. **Always push the new coupling into trimmed tubing.**

Note: Never overfill the unit with water. This reduces how long the ice will last and may cause leakage.



CAUTIONS AND WARNINGS

CAUTION: To reduce the risk of adverse reactions and malfunction, the Active Ice® System must be used in accordance with all instructions. Read and follow ALL included instructions.

Use only under the direction and supervision of a licensed healthcare practitioner:

Patients first need to be assessed by and discuss treatment with their physicians for contraindications, risk factors, and medical history before using this product. If used improperly, use of the Active Ice® System could result in serious injury. Supervision may be necessary to ensure precautions are followed, especially with young children and the elderly. Adhere strictly to your doctor's instructions regarding use, treatment times, treatment frequency, settings, self-assessment and best practices regarding your specific condition.

Contraindications – Including but not limited to:

- History of cold injury, frostbite, or adverse reactions to cold application
- History of injury or adverse reactions to treatment
- Special care monitoring must be provided for children, patients on prolonged therapy, unconscious or incapacitated patients, patients with diabetes, and those with poor circulation
- Application areas with compromised local circulation
- Potential wound healing problems, including those from multiple surgical procedures
- Circulatory syndromes such as Raynaud's disease, Buerger's disease, peripheral vascular disease, vasospastic disorders, sickle cell anemia, and hypercoagulable clotting disorders
- Local tissue infection
- Hand/wrist or feet/ankle surgery with polyneuropathy

Risk Factors for Cold-Induced Injury – Including but not limited to:

- Pathological sensitivity to cold
- Young children and the elderly
- Behaviors that negatively affect circulation, such as poor nutritional habits, using tobacco, caffeine abuse, and alcohol abuse
- Medications that negatively impact mental capacity
- Patients with diabetes
- Application area desensitization due to local anesthesia or regional nerve blocks
- Medications that have a negative effect on peripheral vascular circulation: beta adrenergic blockers and localized epinephrine
- Excessive moisture at the application site
- Hand/wrist or feet/ankle surgery
- Communication barriers that would cause improper use of the system

WARNING:

- The Active Ice® System can seriously injure skin if used improperly
- Follow ALL instructions to ensure product safety for patients and medical professionals
- If you are pregnant, please consult your healthcare practitioner prior to use
- If you have sensitive skin, or skin sensitivity, please consult your healthcare practitioner
- Active Ice® System should be kept out of reach of infants and children
- Do not use while asleep
- The Active Ice® System should not be used by an invalid, unconscious person or a person with low blood circulation without supervision
- Do not leave system unattended when operating
- Discontinue use if you experience persistent discomfort or a rash
- Monitor patients skin condition during therapy (every 20 minutes)
- The system should not be applied to cancerous lesions, wounds, infected areas or some open sores
- Never unplug by pulling on the connecting cords
- Turn off when not in use
- Patients should use extreme caution when using unit and should monitor skin conditions underneath pad every 20 minutes. It is recommended to take rest time from treatments. Always follow your healthcare practitioner's directions.

CAUTION: The Active Ice® System can seriously injure skin if improperly used.
Follow all instructions to ensure patient safety.