WARNING: The Cool Flow® 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. If used improperly, the Cool Flow® 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.

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

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 use
- 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 Cool Flow® 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
- Cool Flow® system should be kept out of reach of infants and children
- Do not use while asleep
- The Cool Flow® 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 Cool Flow® System can seriously injure skin if improperly used. Follow all instructions to ensure patient safety.
Instructions for Use of the Head Cap

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

WARNING: Read and follow ALL Instructions, Cautions and Warnings provided with the Cool Flow® System before using this head cap 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.

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. CAUTION: Always use this head cap with a protective insulating layer between the cap and the skin.

3. Place the cap comfortably on the head and adjust for a snug fit.

4. Connect the cap tubes to the Cool Flow® System tubes with the quick connect couplings. The system is equipped with breakaway high-flow breakaway couplings. Push the couplings together 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.

WARRANTY AND SERVICE

Polar Products, Inc. warrants that the Cool Flow® 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. Polars 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 Cool Flow® 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 HEAD CAP 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 fit. Ensure that the ties securing the cap to the head 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 head cap hose couplings are properly seated. Reroute connectors between the hose and the cap. Turn off the unit, disconnect couplings and reconnect.
- 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.

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 head cap. Couplings can become blocked with minerals, hair etc. Use a paper clip to clear the blockage. A new coupling or head cap may be necessary. To retatch 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:

- Check the water return tube:
- Confirm that the pump is running.
- Check for kinks. Ensure there are no kinks or pinches in the hoses, tubing or therapy pad.
- 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.
- Check the couplings. Ensure the couplings are not too tight and impeding flow.
- Check the water level in the cooler. Confirm that the pump is completely submerged in the water.
- Adjust the fit. Ensure that the ties securing the cap to the head 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 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.

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.