



# Cold Therapy System

*with patent-pending programmable digital timer*

## INSTRUCTIONS

<b>SECTION</b> .....	<b>PAGE</b>
Setup and Usage .....	2
Troubleshooting Guide .....	5
Therapy Pad Usage .....	7
Cautions and Warnings .....	8
Warranty and Service .....	9
Accessories .....	10
System Components.....	12

*Patients and medical professionals should carefully read all of the following instructions and warnings before using and operating the Polar Active Ice® Cold Therapy System.*

***Polar Products, Inc. will not be liable for injuries that result from misuse or misapplication of this system.***



800.763.8423

[polarproducts.com](http://polarproducts.com)

## 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 healthcare provider's instructions regarding use, treatment times, treatment frequency, settings, self-assessment and best practices regarding your specific condition. See page 8 of this instruction manual for more information on warnings and risk factors for cold-induced injury and/or contraindications.

### **Warning: An insulation barrier is required. Do not allow direct contact with the skin.**

Always use an insulation barrier between the skin and the Active Ice® therapy pad. Failure to use an insulation barrier between the therapy pad and the skin can lead to injury. 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.

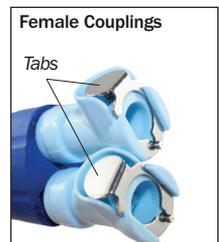
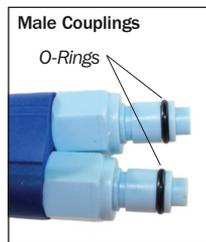
**CAUTION: Therapy pad is not sterilized, never use on broken or bleeding skin.** The insulation barrier must be dry. If moisture is present in the insulation barrier the skin may become colder than intended. If moisture is found, replace with a dry barrier immediately.

## SETUP AND USAGE

If you would like to watch our video showing you how to set up your system, it is available to view on our website at [polarproducts.com](http://polarproducts.com), as well as our YouTube channel. Search for: Polar Products Active Ice® 3.0 Cold Therapy System Instructional Video.

### 1. Setting Up the System

- CAUTION: Always begin with power supply unplugged.** Do not turn on the system until all connections are complete and the insulated tubing from the cooling reservoir to the therapy pad is free from bends or restrictions, as this will restrict water flow through the system.
- Connect the therapy pad tubes to the Active Ice® System tubes with the quick disconnect couplings. Be sure the tabs on the female couplings are pushed all the way down, then insert the male couplings into the female couplings. Couplings "click" when they are properly locked together.
- Open the reservoir and fill with clean, cold water to the water fill line in the cooling reservoir. Be sure water covers the pump in the reservoir. **CAUTION: NEVER OPERATE THE UNIT WITHOUT WATER!** This can cause pump failure.
- Completely fill the reservoir with ice to the water return flow tube located near the top of the reservoir.



**OPERATING TIP:** Use frozen 500 ml water bottles instead of ice! They will last longer, and are reusable and convenient. No emptying of melted ice water from the reservoir each time it needs recharged!

When using frozen water bottles, place them in the cooling reservoir first, then fill with water to below the water return flow tube. Do not cover.

**USING FROZEN WATER BOTTLES:**

**PLACE BOTTLES INSIDE FIRST, THEN FILL WITH WATER**

9 QT - UP TO SIX 500 ml BOTTLES  
16 QT - UP TO TWELVE 500 ml BOTTLES

**DO NOT COVER WATER RETURN FLOW TUBE**

**USING ICE:**

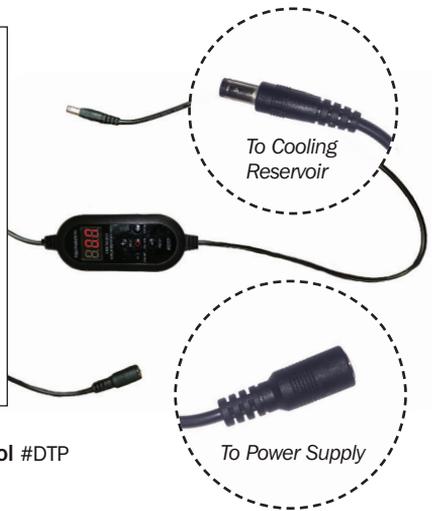
**WATER FILL LINE**  
FILL TO TOP WITH ICE

(e) Plug the power supply into a wall outlet. Then plug the Programmable Digital Timer #DTP into the power supply. Finally, plug the programmable digital timer into the electrical jack on the plate side of the cooling reservoir. Ensure all connections are secure.

(f) If the optional Adjustable Temperature Flow Control was purchased, you will receive the programmable timer and temperature flow control (#DFT) instead of the #DTP. See included instructions.



**Programmable Digital Timer Control #DTP**  
(patent-pending)



**(g) Programmable Digital Timer Instructions**

1. When the system is set up and ready to turn on, push the center on/off button on the programmable digital timer.
2. The system will immediately turn on and the LED display on the timer will quickly flash “off” then “10” then “on” then “10.” This means the timer is initially set to cycle 10 minutes on and 10 minutes off.
3. Increase or decrease the “on” time by pressing the right (+) or left (-) button.
4. Increase or decrease the “off” time by pressing the top (+) or bottom (-) button.
5. The timer will cycle with the on and off times set until they are changed or the system is turned off by pressing the center on/off button.
6. If it is desired to have the system on for a certain number of minutes then turn off with **no cycling**, then set the time off to “0.”
7. As long as the timer is plugged in, the last setting on the timer will automatically come up each time it is turned on.
8. If the timer is unplugged, the sequence starts over at number 2 above.

**OPERATING TIP:** The optional 8-foot timer extension cord allows flexibility to position the timer for convenient use.

**Caution: Always follow your healthcare provider’s directions in regards to treatment time, cycles and skin inspection.**

(h) Lay the connected therapy pad on a level surface with the cooling reservoir and press the "on/off" button on the programmable digital timer. Water will begin circulating through the therapy pad and back into the cooling reservoir via the water return flow tube. Allow the system to run several minutes before securing the therapy pad to the target body part. This will ensure good flow through the system. Always ensure there is water flowing out of the return tube into the cooling reservoir.

(i) Use the elastic belt(s) with hook and loop tabs to secure the therapy pad comfortably on the target body part. (See “Therapy Pad Usage” section on page 7 in this manual for proper fit with elastic belts.) **CAUTION: Always use an insulation barrier** (such as a t-shirt, leggings, cast padding or elastic bandage) **between the therapy pad and the skin.**

- (j) When the water temperature has risen above the desired level, refill the reservoir with ice. (See steps 'c' and 'd'.) Drain water if necessary.
- (k) Confirm water is flowing out of the return flow tube at the top of the cooling reservoir when the system is on.

**Skin Inspection:** Inspect the skin under the therapy pad as instructed by your healthcare provider, typically every 30 minutes. Do not use this system if dressing, wrapping, bracing or casting prevents skin checks.

**CAUTION: Stop use and contact your healthcare provider 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 healthcare provider.**



## 2. Ending the Therapy Session

Turn the system off and disconnect the power supply. Press the tabs on the female couplings and gently pull the therapy pad tubes from the system tubes. Empty the reservoir and wipe out after each use.

**OPERATING TIP:** Be sure to take water out of the cooling reservoir as it builds up. This will prolong the life of the ice by keeping an optimum ice to water ratio. It also will keep the water level low so spilling is much less likely.

## 3. Care and Maintenance

Empty and wipe out the cooling reservoir after each use. When necessary, rinse cooling reservoir and insulated tubing with warm, antibacterial soapy water. Once every 2 weeks, pour 16 ounces of Isopropyl (Rubbing) Alcohol in the reservoir with the ice and water while system is in use. Allow the alcohol and water mixture to circulate through the system for at least 30 minutes. Periodically check the pump filter sponge and clean it or replace it. Do this by grasping the back of the pump and pulling the pump cover off. Then remove the black filter sponge. Clean and replace.

Pump Cover



Filter Sponge



Back of the pump



Replacement pump filter sponges may be purchased from Polar.

Part number:  
#Filter-AIS

**800.763.8423**  
**PolarProducts.com**

## 4. Cleaning and Extended Storage

Note: It is not possible to remove all of the water from the therapy pad, system and tubing; therefore follow these instructions before extended storage.

- (a) To clean the system after you have finished all of your cold therapy treatments and prior to extended storage, fill the reservoir with water to the fill line and mix in 2 tablespoons of liquid bleach.
- (b) Connect the therapy pad to the system and turn the system on.
- (c) Allow the water/bleach mixture to circulate for 5 minutes. This will help keep the system clean.
- (d) Turn system off and unplug the power supply.
- (e) Carefully drain the water and bleach mixture out of the reservoir and wipe dry. Store in a cool dark place leaving the lid slightly open. (Exposure to sunlight and extreme heat may damage hoses and system.)
- (f) When reusing the system after extended storage, remove the filter sponge from the pump motor and clean or replace. Then fill the reservoir with clean water. Connect the old therapy pad and turn the pump on to circulate the water through the hose and therapy pad and flush remaining water mixture out of the system (use the old therapy pad for this procedure; discard the therapy pad after cleaning is completed). **A new therapy pad should be purchased when using the system after extended storage.** A new filter sponge and therapy pad may be purchased from Polar Products. Call 800.763.8423 or order online at [polarproducts.com](http://polarproducts.com).
- (g) Dispose water and refill the reservoir with fresh ice and water. Follow the operating instructions in this manual before use.
- (h) Before you use the system, inspect tubes and therapy pad for any tears or breaks. Contact Polar Products Inc. to purchase new therapy pad and filter.

## TROUBLESHOOTING GUIDE

If the possible solutions suggested below do not address your problem, please call our Customer Service department at 800.763.8423 and we will do everything possible to help.

**NOTE: Never run the pump without water flowing through the lines! This will cause pump failure.**

### IF THE PUMP IS NOT RUNNING

- Check the wall outlet to ensure there is power to the system. If the battery pack option is being used, make sure the battery is fully-charged. Confirm all power cords are properly plugged in and seated.
- Check to be sure the electrical connections are in the proper order: wall outlet to power supply to programmable digital timer to cooling reservoir.
- Remove the Programmable Digital Timer and plug the power supply cord directly into the plate on the cooling reservoir. The system may be operated this way while a replacement digital timer is ordered.

### IF THE THERAPY PAD IS NOT GETTING COLD

- First: Is water flowing out of the water return flow tube in the cooling reservoir?

#### **If water is NOT flowing out the water return flow tube or it is flowing weakly:**

- First: repeat steps outlined in “Setup and Usage” section (pages 2–4)
- Check the filter sponge and be sure it is clean and unobstructed. See instructions on page 4.
- Check the water level in the cooling reservoir. Confirm the pump is completely submerged in the water.
- Check for kinks. Ensure there are no kinks in the hoses, insulated tubing or therapy pad.

- Adjust the belt. Ensure the belt(s) holding the therapy pad 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 in the reservoir.
- Check the couplings. Confirm the therapy pad is properly connected. (Couplings should “click” when locked) Reseat couplings between the tubing and the therapy pad. Turn the system off, disconnect couplings and reconnect. When connecting the couplings, be sure the metal tab on the female coupling is pushed down before trying to connect.
- Check the pump. Occasionally an air bubble can get lodged in the pump intake. The pump is held to the bottom of the reservoir with suction cups. Pull the pump off the bottom and turn the pump motor vertically to horizontally to dislodge any air bubble.
- Remove the therapy pad from the body and run the system with the therapy pad on a flat surface. If there is flow, put on the target body part while running.

### **TROUBLESHOOTING TIP: ISOLATE THE PROBLEM**

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 system, pull off (or cut off) the couplings, place the end of the tubes over a sink and then turn the system on. If water flows freely, there is an obstruction in the coupling, therapy pad or tubing. Couplings can become blocked with minerals, hair, etc. Use a paper clip to clear the blockage. A new coupling may be necessary. To reinstall the couplings, see the troubleshooting tip below.



*Male Couplings*



*Female Couplings*

### **If water is flowing out the water return flow tube:**

- Make sure the reservoir is filled with ice. Note the line inside the cooler.

### **IF THE SYSTEM IS LEAKING AT THE COUPLINGS**

If a leak exists, turn off the system. Disconnect and reconnect the couplings, make sure both sides are clicked-in properly. When connecting the couplings, ensure that the silver tab platform on the female coupling is pressed down prior to insertion. **NOTE: Couplings have rubber O-rings that can become worn and dysfunctional, and may need replaced. You received two extra o-rings with your order. Replacement couplings may need to be purchased from Polar Products.**

### **TROUBLESHOOTING TIP: COUPLINGS**

The couplings are a wear item. They can become difficult to connect and disconnect over time. If this happens, it is usually the rubber O-ring on the male coupling causing the problem. These couplings can be replaced. Also, try rubbing some olive oil on the O-ring; this often fixes the problem.

### **TROUBLESHOOTING TIP: REPLACING COUPLINGS**

Whenever replacing or reinstalling the couplings, always cut the tubing (and insulation if needed) back to unused tubing. Then push the coupling barbs into unused tubing. If the couplings are loose in the tubing, a small dab of cement or super glue gel on the barbs will solve the problem.

### **IF THE SYSTEM IS STILL NOT WORKING**

Contact Polar Products Customer Service at 800.763.8423 for additional assistance. Be sure to have the original invoice number, approximate date of purchase, and who the system was purchased from. Please note our warranty on page 9.

# THERAPY PAD USAGE

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 therapy pad 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 use an insulation barrier between the therapy pad and the skin. Use an additional insulation barrier over a sterile dressing that does not completely cover the skin. Never use this non-sterile therapy pad directly on the skin.

Position the therapy pad on the target body part with the fabric side away from the body. Elastic belt(s) with hook & loop attachment are provided with all therapy pads. Wrap the belt around the target body part and attach back onto the therapy pad. Adjust the belt for comfort. All elastic belts and therapy pads are hook & loop compatible.

**CAUTION:** Do not over-tighten the elastic belt(s) or pinch the tubes or therapy pad. Be sure the tubes are not restricted or bent, as this will restrict water flow through the entire system.

## AVAILABLE THERAPY PADS



UNIVERSAL "U"  
(#UB)



KNEE & JOINT (#KB)



SHOULDER (#SB)



BACK & HIP (#LB)



FOOT & ANKLE -  
REGULAR (#FB)



HAND & WRIST  
(#HWB)



RECTANGULAR / LARGE  
BACK & HIP (#RB)



BLANKET (#BB)



HEAD CAP (#HC)

## 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 provider.**

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 healthcare provider's instructions regarding use, treatment times, treatment frequency, settings, self-assessment and best practices regarding your specific condition.

**Contraindications – The Polar Active Ice® System should not be used on patients with the following conditions, 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 foot/ankle surgery with polyneuropathy
- Unconsciousness or incoherence due to any reason.
- Polyneuropathy or other nerve damage

**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
- Cognitive impairment and use of 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 foot/ankle surgery
- Communication barriers that would cause improper use of the system

## CAUTIONS AND WARNINGS

### 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 provider prior to use
- If you have sensitive skin, or skin sensitivity, please consult your healthcare provider
- 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 30 minutes)
- The system should not be applied to cancerous lesions, wounds, infected areas or open sores
- Never unplug by pulling on the connecting cords
- Turn off when not in use
- Patients should use extreme caution when using system and should monitor skin conditions underneath the therapy pad every 30 minutes. It is recommended to take rest time from treatments. Always follow your healthcare provider's directions.

## 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 180 days 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 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 system is within its 180 day warranty period, it will be repaired or replaced with a new system. Couplings are a wear item and may need to be replaced. They are available for individual purchase.**

# ACCESSORIES

## Easy-to-use Lithium-ion battery pack for portable use of our Active Ice® System.

- Includes 1.5A charger.
- Operates up to 6+ hours on a single charge!
- Compact, lightweight and easily transportable.
- Easily added to existing units with included hook and loop attachments.



#BPL

## The Active Ice® Double Therapy System

offers convenient cold therapy to two parts of the body simultaneously. Convert your existing AIS system or purchase a new double system. Call for details.



#AIS3.0-9-D-U

## The Active Ice® Head Cap

has a comfortable, snug fit and provides effective cold therapy to the head. Will work with a standard AIS system! Provides cooling relief to the head by continuously circulating cool water throughout the cap. Ease the pain of migraines with cold therapy!



#HC



#HCL

**Power take off adapter** works with standard car power outlets and plugs right into the AIS unit.



#PTOA

**Replacement couplings: The O-ring can wear over time and cause leaking. These are easy and economical to replace.**



Male #CM



Female #CF

## Timer Extension Cord

The 8-foot timer extension cord allows flexibility to position the timer as desired.



#TEC

## Active Ice® 4-foot Insulated Tubing Extension with couplings

Extend the length between the cooling reservoir and the therapy pad from 5 feet to 9 feet.

#XT4

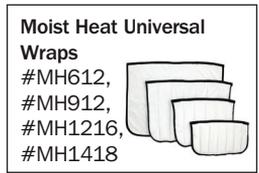


## Programmable Digital Timer #DTP



#DTP

**Thera-Temp® Moist Heat Wraps** provide convenient, effective and deep penetrating moist heat therapy. Mineral beads collect and hold moisture from humidity in the air and will not break down, decay or develop an odor. These wraps offer temporary relief from chronic pain including arthritis, rheumatic pain, muscle strains, headaches and more! Thera-Temp Moist Heat Wraps are constructed of an insulated outer fabric with vapor barrier and a soft plush inner fabric.



**Soft Ice® Cold Therapy Wraps** deliver convenient and effective cold or hot therapy with a gentle, adjustable compression. This wrap allows freedom of movement while holding our reusable Soft Ice® Packs securely on the target body part. Soft Ice® Packs stay soft and flexible right out of the freezer and are made of 99% recycled and biodegradable material. Wraps are constructed of an insulated outer fabric with vapor barrier and a soft cotton inner fabric.

**Universal Wrap**  
#SPC



**Therapy Pain Relief Kits** include both a Thera Temp® Moist Heat Wrap and a Soft Ice® Cold Therapy Wrap. Many doctors recommend alternating cold and moist heat therapy for chronic conditions such as arthritis, migraines and headaches and repetitive strain injury.





# Active Ice® Cold Therapy System **COMPONENTS**



Active Ice® Cooling Reservoir  
with Insulated Tubing  
#AIS3.0

Therapy Pad as specified comes with the unit.  
See page 7 for therapy pad options.

Active Ice®  
Power Supply  
#PS-AIS



Programmable Digital Timer  
#DTP



Optional Lithium-ion  
Battery Pack  
#BPL

**WARNING: Possible Cold Related Injuries:** The Active Ice® Cold Therapy 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 provider.

NOTE: Due to health and hygiene regulations, all Active Ice® Cold Therapy products and parts are non-returnable.

# **POLAR** PRODUCTS

polar@polarproducts.com • 800.763.8423 • polarproducts.com