

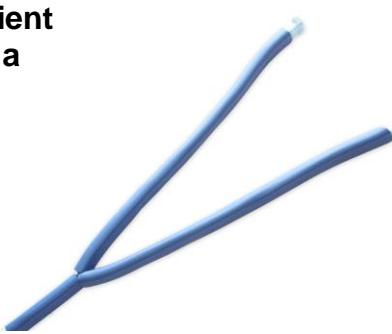


PolarPup® Cooling System Accessories

The Polar Pup® Double Crate Cooler system offers convenient cooling to two crates simultaneously using one cooler and a "Y" connector.

Or use one of the bladders as a cooling seat for yourself!

Convert your existing unit with a "Y" connector or buy a new system.



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



**Adapter
Transformer #TG**

#PTOA



Replacement couplings: The O-ring can wear over time and cause a leak. These couplings are easy and economical to replace, specify female #CF or male #CM.

AVAILABLE ACCESSORIES & REPLACEMENT PARTS

Product Number	Description (Call Polar for pricing)
#XT4	4ft. long hose assemblies with couplings
#CM	Dry, quick-disconnect male coupling
#CF	Dry, quick-disconnect female coupling
#TG	12 Volt Grounded Transformer
#BP	Lithium Ion battery pack & charging transformer



PolarPup® Crate & Bed Cooling System Instructions

Thank you for your purchase of the PolarPup® cooling system!

Polar Products, Inc. has been a leader in the design and manufacture of cooling systems for over 25 years. Our systems provide high-quality and effective cooling and are used throughout the world.

Please Note: Read all instructions and warnings before operating this system.

The Polar Pup® crate & bed cooling system provides effective cooling for crated dogs at home, at dog shows and in field trials. The system works by circulating cold water into the cooling mat and returning it to the cooler to be recharged. The temperature can be controlled by the flow control valve.

Easy to set up! Just add ice & water to the cooler, connect the tubes to the cooling mat and it is ready to use!

OPERATING INSTRUCTIONS

WARNING: This system is not intended to be used for therapy by animals or people.

Prior to using this or any cooling product for a medical condition, always consult a licensed healthcare practitioner. Read all instructions and warnings before operating this system. **Polar Products, Inc. will not be liable for injuries that result from misuse or misapplication of this system.**

Setting Up 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 pad is free from bends or restrictions, as this will restrict water flow through the system.
- Open the reservoir and fill with ice.
- Fill with 3 quarts of cold tap water. **CAUTION: NEVER OPERATE THE UNIT WITHOUT WATER. This may cause pump failure.**
- Place the pad in the crate. *Always use a protective layer between the pad and the dog as this will both protect the pad and the dog. It is important that dogs have room to get off the mat if they desire. The mat does not have to fit the exact dimensions of the crate to be completely effective.*
- Connect the couplings to the cooler's insulated water lines. The couplings have a metal tab, be sure to depress the tabs on the couplings before connecting. Couplings "click" when they are properly locked together.
- Charge the battery pack with the provided transformer. When the battery is fully charged unplug it from the transformer. Then plug the battery pack into the control panel and tuck the battery in the front cooler pocket.
- Adjust the temperature control to "Coldest" and turn the power switch to the "On" position. Allow the unit to run a few minutes for the temperature to stabilize before adjusting. **Always** ensure that there is water flowing through the top return flow tube to the cooling reservoir.
- Adjust the temperature control to the desired level. When the temperature has risen above the desired temperature, refill the reservoir with ice and water. (See steps 'b' and 'c'.)

Ending Session

- Turn the power switch to the "Off" position, disconnect the battery pack and then pour out the water. Empty the reservoir and wipe out after each use.
- Disconnect the pad. Your couplings have a metal tab, depress the metal tabs on the hose coupling and gently pull apart.



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Care & Maintenance: The following procedures will keep your system working like new!

- **Cleaning the pad:** Should the pad become soiled, hand wash with a mild detergent and air-dry, being careful not to bend the tubing. The pad may also be spot cleaned with warm soapy water.
- **Proper handling:** The pad and tubes should never be roughly handled, bent, folded, crushed or treated harshly.
- **Care of system:** Once every 2-3 weeks, and prior to extended storage, pour 16 ounces (one pint) of Isopropyl Alcohol (rubbing alcohol) in the cooling unit with the ice and water while the unit is being used. This will keep the water lines, pump and hoses clear of the buildup that occurs in water-circulation systems. Wipe out cooling unit after each use.
- **As needed:** Wipe cooling unit and hoses with warm soapy water (preferably antibacterial).

Caution! The Polar Pup® Crate and Bed Cooler Pad is a durable product however the pad can be destroyed. We do not recommend this system for destructive dogs or persistent chewers.

Included with your PolarPup® System:

- Cooling rectangular 12.5" x 22.5" pad
- Soft Sided Cooling reservoir with pocket for battery pack
- Insulated cool water lines from the cooler to the pad
- Dry, high-flow, tab couplings
- Flow-control temperature adjustment
- Battery pack and charger

System Specifications:

- All electrical components (pump and battery pack) have CE mark or are UL approved.
- Power Required: 12-volt DC, 3A to the cooler unit

WARRANTY AND SERVICE

Polar Products, Inc. warrants that the PolarPup® 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 1 year 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 PolarPup® System, please call Polar's Customer Service Department 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: Couplings are a wear item and may need to be replaced. They are available for individual purchase.



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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:

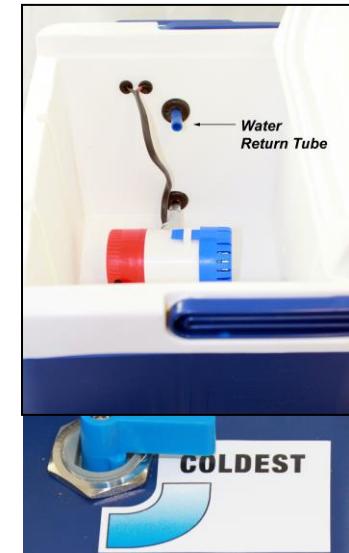
Confirm that the transformer is properly plugged into the unit and the wall outlet. A small green light (located on the transformer box) should be on if the transformer has power.

IF THE THERAPY BLADDER IS NOT GETTING COLD:

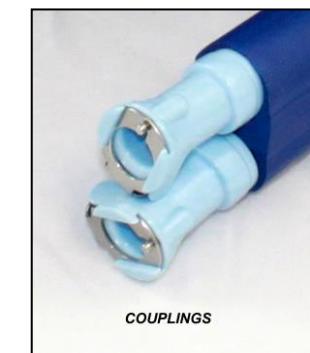
FIRST: Is water flowing out of the top water return tube in the cooler?

If water is **NOT** flowing out of the top return flow 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.
- **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 pad hose couplings are properly seated (Couplings should "click" when locked). Reseat the coupling 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.



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 return flow tube:

- Ensure that the reservoir is filled with ice.
- 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 pad's couplings and ensure the couplings clicked in properly. When connecting the coupling ensure that the metal tab 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.