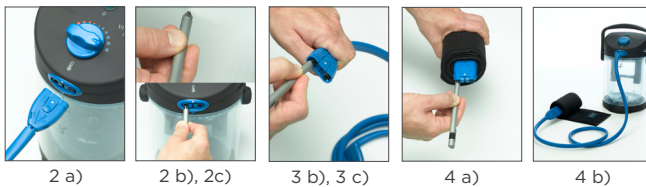


TROUBLESHOOTING GUIDE TO YOUR VITALWRAP® SYSTEM

Problem: Unit Does Not Pump

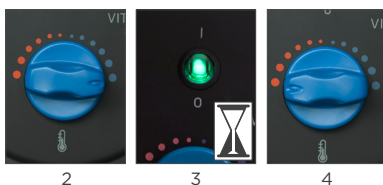
1. Make sure power is ON.
2. Unit Procedures:
 - a) Unplug tubing set from unit.
 - b) Locate a small blunt tool (such as paper clip, end of a pen or a pen cap).
 - c) Use small blunt tool to depress left connector for 30 to 60 seconds. Pumping should commence.
3. Tubing Set Procedures:
 - a) Unplug tubing set from unit and wrap by depressing tabs on top and bottom of connector.
 - b) With dot facing up, depress left connector with small blunt tool for 30 to 60 seconds.
 - c) Repeat on opposite end.
4. Wrap Procedures:
 - a) Use a small blunt tool to depress left connector of wrap with dot facing up for 30 to 60 seconds.
 - b) Reconnect tubing set to unit and wrap. Pumping should resume.



If problems persist, contact VitalWear Customer Support at 1.800.553.4081.

Problem: Unit Does Not Heat

1. Set up system. Proceed according to the instructions provided in user manual or quick guide.
2. Adjust temperature control. Turn blue temperature control knob to MAX cold setting (largest blue dot).
3. Turn system "ON" and wait. Allow 3 to 5 minutes of pumping on coldest setting.
4. Re-adjust temperature. Adjust temperature control knob to desired heat setting.



If problems persist, contact VitalWear Customer Support at 1.800.553.4081.

Problem: A Connector is Leaking

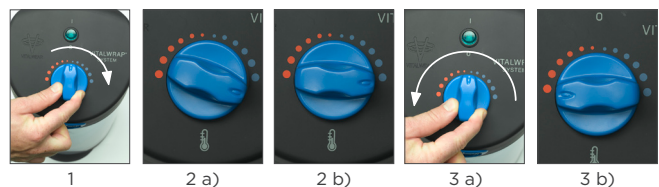
1. Unplug both ends of tubing set.
2. Reconnect tubing.
 - a) Take end previously connected to wrap, and connect to unit with dot UP.
 - b) Take end previously connected to unit, and connect to wrap with dot UP.



If problems persist, contact VitalWear Customer Support at 1.800.553.4081.

Problem: Temperature is Inconsistent

1. Adjust temperature control knob: Turn temperature control knob clockwise until you feel resistance.
2. If necessary, remove knob.
 - a) If temperature control knob turns past largest coldest setting (largest blue dot) or fails to turn completely to the coldest setting, remove it.
 - b) Replace temperature control knob with notched end in alignment to the coldest setting (largest blue dot).
3. Re-adjust knob.
 - a) Turn temperature control knob from coldest setting (largest blue dot) to the warmest setting (largest red dot).
 - b) If notch does not meet resistance at the warmest setting, repeat steps 1-3.



If problems persist, contact VitalWear Customer Support at 1.800.553.4081.