

## ACTIVE COLD COMPRESSION DEVICE & COLD PACK

# INSTRUCTIONS FOR USE

PRESCRIPTION USE ONLY



R only

REUSABLE

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**GO DEEP** 

Read instructions prior to use.

Manufactured for Portable Therapeutix - Houston, TX

# **ABOUT THIS MANUAL**

This manual describes the Portable Therapeutix Squid Rx Cold Compression ("Squid") device and Cold Pack, and provides instructions for its use. Please read the entire manual carefully before use. This manual contains information, contraindications, and warnings that must be observed to ensure safe operation and maintain the Squid Rx in a safe condition. The Squid Rx *MUST* be used in accordance with the instructions.

## **PACKAGE COMPONENTS & ACCESSORIES**

### **PUMP COMPONENTS:**







Connector

Tuhe

**GEL PACK:** 

**Reusable Cold** 

Gel Pack

Squid Pump Control Unit

AC Adapter (Power Supply)

### WRAP COMPONENTS:





Squid Wrap

Barrier Cloth\*

\* Type BF applied part

\* Barrier Cloth not included with ankle and shoulder models

FIGURE 1 – PACKAGE COMPONENTS & ACCESSORIES

Potential patient contacting materials include the following:

- Wrap Nylon with backing
- Gel Pack Ethylene-Vinyl Acetate (EVA)
- Barrier Cloth Polyester

# **TECHNICAL DESCRIPTION**

The Squid Rx combines cold therapy with intermittent compression. The Squid Rx Pump provides intermittent air pressure to an air bladder in the Wrap. Wraps come in a variety of sizes to best fit the treatment area. Pump pressure, inflate cycle time and deflate cycle time are automated to control the amount of compression and the treatment time. For patient comfort, there are 4 modes (Table 1), which have different peak pressures and time on and time off cycles. The total duration of treatment is 15 minutes.

	DEFAULT			
MODE	1	2	3	4
PEAK PRESSURE (ON)	<b>30</b> mmHG	<b>50</b> mmHG	<b>70</b> mmHG	<b>85</b> mmHG
LOW	<b>D</b>	<b>D</b>	<b>D</b>	<b>)</b>
PRESSURE	mmHG	mmHG	mmHG	mmHG
TIME	<b>40</b>	<b>35</b>	<b>30</b>	<b>25</b>
ON	seconds	seconds	seconds	seconds
TIME	<b>20</b>	<b>25</b>	<b>30</b>	<b>35</b>
OFF	seconds	seconds	seconds	seconds
DURATION	<b>15</b>	<b>15</b>	<b>15</b>	<b>15</b>
	minutes	minutes	minutes	minutes

#### TABLE 1 - MODE DESCRIPTION

The modes are visible on the LCD display. Example of mode 1 is seen in Figure 2.

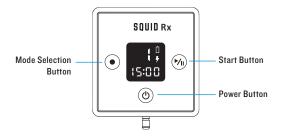


FIGURE 2 – MODE DISPLAY

## WRAPS

Squid Rx Wraps come in various sizes and configurations for specific body parts and uses. Never use any wrap or Squid Rx Cold Gel Pack directly on the skin. Always use the included cloth or clothing over the skin.

## **INDICATIONS FOR USE**

The Squid Rx Cold Compression device and Cold Pack for prescription use only use is indicated for the temporary relief of minor muscle aches and pains.

The compression device is indicated for temporary increase in circulation of the treated areas in people who are in good health, and simulates kneading and stroking of tissues using an inflatable garment.

The Cold Pack is indicated for localized therapy in situations where cold temperature therapy is necessary or desirable.

# \land WARNING

DO NOT USE ON EXPOSED SKIN. ONLY USE THE DEVICE OVER A LAYER OF CLOTHING OR SUPPLIED CLOTH TO PREVENT FROSTNIP. PATIENTS WHO ARE TAKING ANTICOAGULANT MEDICATION FOR VALVULAR HEART DISEASE OR SOME OTHER CONDITION MAY BE AT RISK OF DEVELOPING A HEMATOMA (CLOTTED BLOOD IN THE TISSUE FROM A BROKEN BLOOD VESSEL).

## **CONTRAINDICATIONS**

# DO NOT USE IF YOU HAVE ANY OF THE FOLLOWING CONDITIONS:

- Cold urticaria (hives after being exposed to cold)
- Cold hypersensitivity or bradycardia; (slowing of the heart rate and/or skin swelling surrounded by redness; may be itchy after being exposed to the cold).
- Vasospastic disease (tissue swelling or embolus which can lead to death of the skin after being exposed to the cold).
- Paroxysmal cold hemoglobinuria (anemia or presence of hemoglobin in the urine after being exposed to the cold).
- Raynaud's syndrome (numb or prickly feeling and/or skin turns blue after being exposed to the cold).
- Cryoglobulinemia (higher than normal levels of blood cryoglobulins which are proteins).
- Thrombosis (blood clots in the brain, heart or other blood vessels) or suspected Deep Vein Thrombosis (DVT).
- Aneurysm (enlargement of a blood vessel artery caused by a weak artery wall).
- Vascular disease which includes narrowing of blood vessels or thickening of blood vessel walls causing loss of blood flow.
- Diabetes (blood glucose disease)
- High blood pressure
- Compromised local circulation (blood circulation that is not normal).
- Heart disease
- Cancer (active disease)
- Do not use the device during or 3 months after pregnancy.
- To prevent skin irritation or rash, do not use the device if you have sensitive, inflamed, or damaged skin or if you have a broken or open wound.
- Do not use the device over or near the site of a broken bone or a healing fracture.
- Not for use if you are under 18 years of age.

# **KNOWN AND FORESEEABLE RISKS**

There is a risk of:

- Excessive cooling and frostnip if the Gel Pack is used directly on the skin, if the clothing barrier is wet, or if the wrap is exposed to a large amount of water.
- Irritation if the Gel Pack leaks.
- Irritation, pain, irregular blood flow if the wrap is exposed to excessive external pressure.
- Strangulation or asphyxiation if the user's neck is entangled by system tubes and/or cords.
- Hematoma if the user is on anticoagulant medication.

# **A** CAUTIONS

- Allow at least one hour before repeating the treatment.
- Do not use Cold Gel Pack over wet clothing.
- Use only a dry Wrap. Do not use the Wrap if it is wet.
- Do not leave on the treated part when control unit is off or after treatment is over.
- Do not use Gel Packs if air temperature is below 50°F.
- To avoid the risk of electrical shock, do not remove any panels from the Squid Rx Pump.
- Do not attach Wrap too tightly prior to active compression.
- To avoid the risk of electrical shock, always turn off the Squid Rx and disconnect the power line cord from its electrical outlet when not in use.
- To avoid damage to your product, do not operate the Squid Rx without a Wrap connected to the Squid Rx Pump.
- Do not tamper with the plug to allow easy disconnection of the AC Adapter plug from the mains.
- Only use the Cold Gel Pack provided with the Squid Rx.
- Keep Gel Pack content away from mouth and eyes. In case of ingestion, seek medical care. In case of contact with eyes, wash with water and seek medical care.
- The Squid Rx Pump is not waterproof. Do not apply a direct stream of any liquid onto the Squid Rx Pump; do not submerge it; and do not allow any liquid to pool on the surface of the front panel.
- Attempting to self-service any part of the Squid Rx will avoid the warranty and may cause injury.
- Avoid contact of Wrap and Gel Pack with sharp objects.
- Use this device only at its intended body part and according to instructions.
- To avoid risk of strangulation from the output AC Power Cord and the Connector Tube, always keep the device away from children.
- Do not make modifications to the device.
- Exposure to lint, dust, direct sunlight, and moisture will accelerate the aging of the device.
- Disconnect the AC Power Line Cord once the Pump is fully charged to reduce the chance of decreasing battery life.
- Removing the Connector Tube from the Pump without using the metal tab will cause damage to the Pump.

# SAFETY INFORMATION

This device has been manufactured and tested in accordance to UL/IEC 60601-1 and 60601-1-2.

There are no serviceable parts in the Squid Rx.

To avoid electrical shock, product malfunction or damage, never operate the Squid Rx with damaged AC Power Cord or Connector Tube or other mechanical damage, or if the unit is otherwise not fully operational.

Never operate the Squid Rx with any AC Adapter other than that provided by Portable Therapeutix. Use of other adapters may result in electrical shock and will void the Squid Rx warranty.

## **BATTERY INFORMATION AND CHARGING**

Squid Rx can be used for up to 20 treatments on a single charge.

Battery charging cycle life: 70% of initial minimum capacity after 300 cycles at 68°F (20°C).

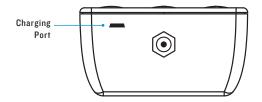
Actual number may vary based on treatment conditions and the Wrap model being used.

The Squid Rx may be used with the AC Adapter plugged into a wall outlet, or it may be used with battery power. The Squid Rx may be operated while charging.

Please note that the rechargeable battery inside the Portable Therapeutix Squid Rx is not removable. Attempting to self-service will void the warranty and may cause injury.

## CHARGING THE SQUID PUMP UNIT:

- 1. Charge the Squid Rx Pump by plugging the charger to the wall and the Squid Rx Pump. Full charge will require 18 hours.
- 2. When the battery charge indicator shows empty battery after the unit is turned on, the unit will have sufficient power for up to 3 treatments. Flashing empty battery symbol indicates drained battery and the unit will not start. The unit can then be used while plugged into a wall outlet. If battery is completely drained (battery icon flashing), the unit may require 5-10 minutes of charging before it may be used while plugged into a wall outlet.



Bottom of Squid Pump

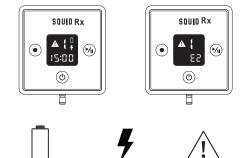


FIGURE 3 - LOW BATTERY & CHARGING INDICATORS

# **OPERATING INSTRUCTIONS**

NOTE: The Squid Rx is reusable.

### THE COLD GEL PACK:

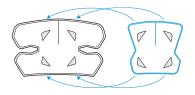
1. Place the Squid Rx Cold Gel Pack in a home freezer, 0-8°F (-18°C - 14°C) for 12 hours use.

2. Under normal use conditions, the Squid Rx Cold Gel Pack recommended life cycle is one year for maximum efficacy.

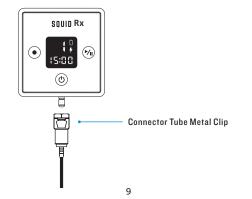
3. To obtain a replacement Gel Pack, contact Portable Therapeutix Customer Service.

### WEARING THE WRAP:

 Remove the Cold Gel Pack from the freezer and place within the Compression Wrap, aligning the Velcro on the Wrap with the Velcro on the Gel Pack and secure the Velcro hooks fro firm attachment.



- The pictures on pages 10 and 11 show the available Wraps. Pictures demonstrating the Squid Rx being used in different treatment areas are found on pages 10-11. The Squid Rx must be used over clothing or over the barrier cloth. Place the Wrap over the clothing or Barrier Cloth with the Cold Gel Pack facing the skin and the Connector Tube towards the ground.
- 3. Secure the Wrap in place using the Velcro.
- Connect both ends of the tubing to the Connectors on the Wrap and Pump control unit by pressing the metal clip on the tube side of the Connector.

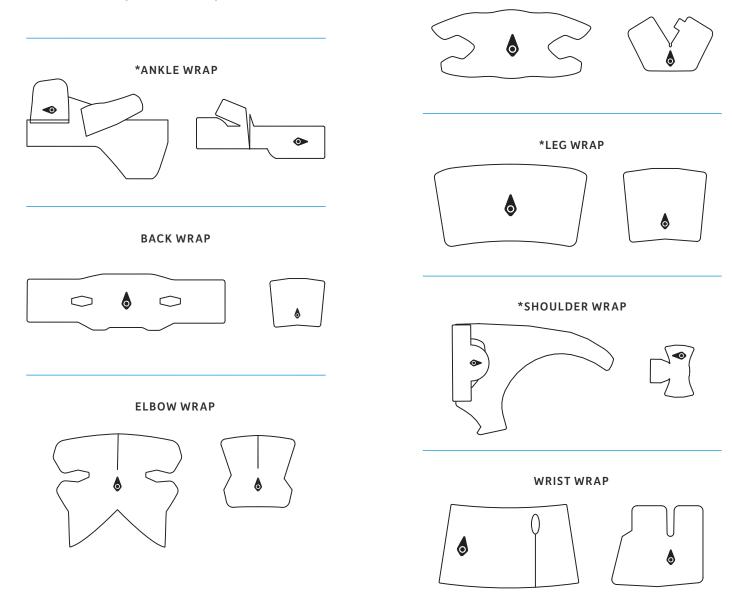


### INITIATING TREATMENT:

- Turn the control unit ON by pressing and holding the "POWER" button (()) for half a second.
- 2. Select an operation mode by pressing the "MODE" selection button •. The selected mode will appear on the display as a number from 1 to 4 (1 for low pressure and 4 for high pressure). Always start using in mode 1. Use modes 2, 3, 4 to increase pressure until a comfortable pressure is achieved. The mode may be changed during use by pressing the "START" button vin for half a second. When the screen begins to blink, press the "MODE" selection button to the level desired. Once the level desired is flashing on the screen, press the "START" button vin again to continue the treatment.
- 3. Press the "**START**" button  $\bigvee_{1}$  for half a second to initiate treatment. The device will intermittently compress the Cold Gel Pack to the skin for 15 min.
- 4. When 15 minutes are over and the timer on the Pump control unit is showing (0), remove the Wrap from the anatomical location. The Squid Rx Pump control unit will turn off automatically after less that 5 seconds.
- Use the metal clip to disconnect the Connector Tube from the Pump. Pulling the tube without disengaging the metal clip will damage the Connector Tube and Pump.

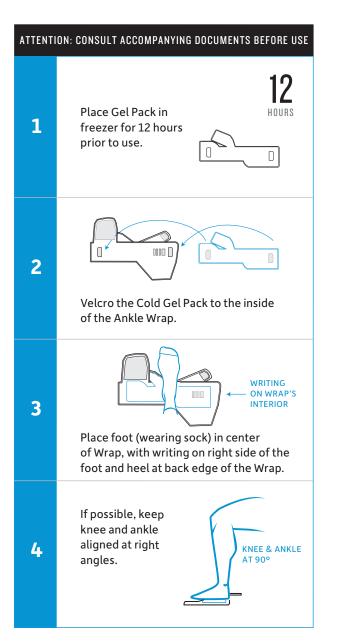
# AVAILABLE SQUID Rx WRAPS AND GEL PACKS

\*Denotes the Wrap comes in multiple sizes.

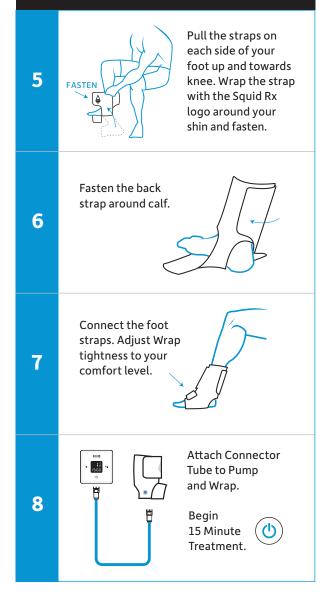


**KNEE WRAP** 

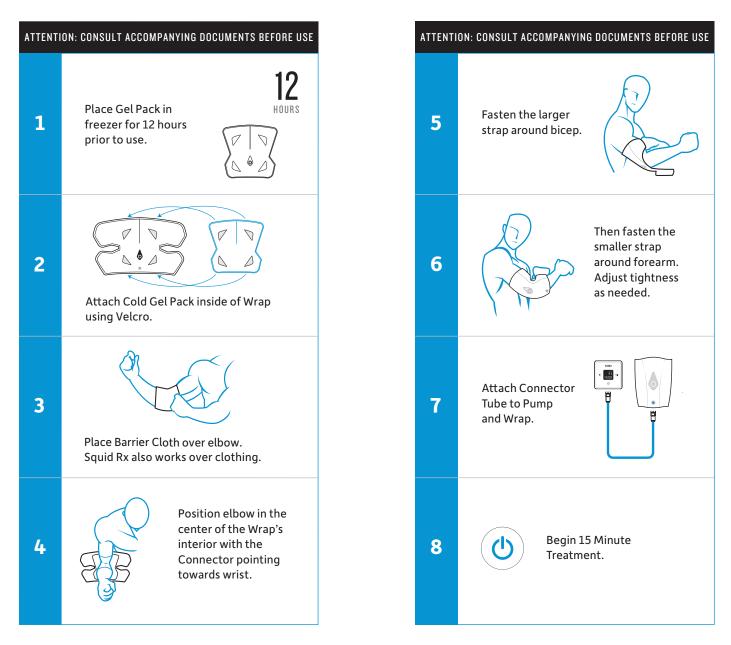
## **ANKLE WRAP: QUICK START GUIDE**



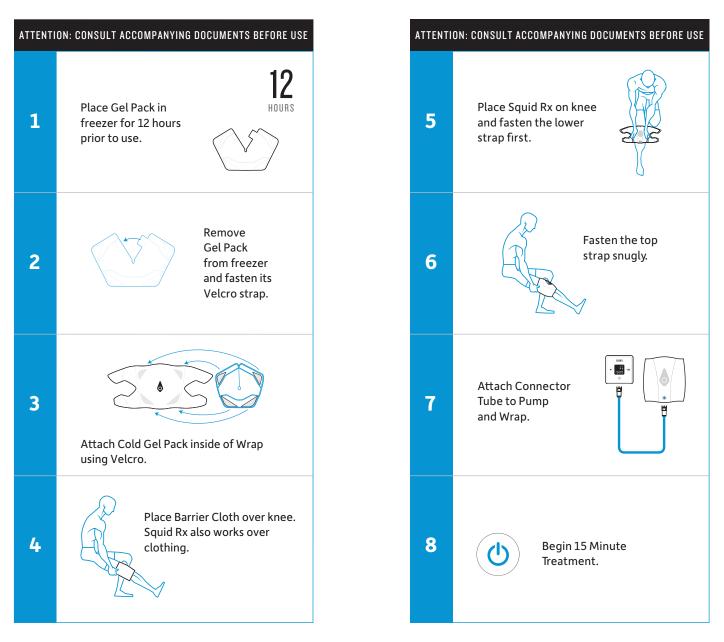
### ATTENTION: CONSULT ACCOMPANYING DOCUMENTS BEFORE USE



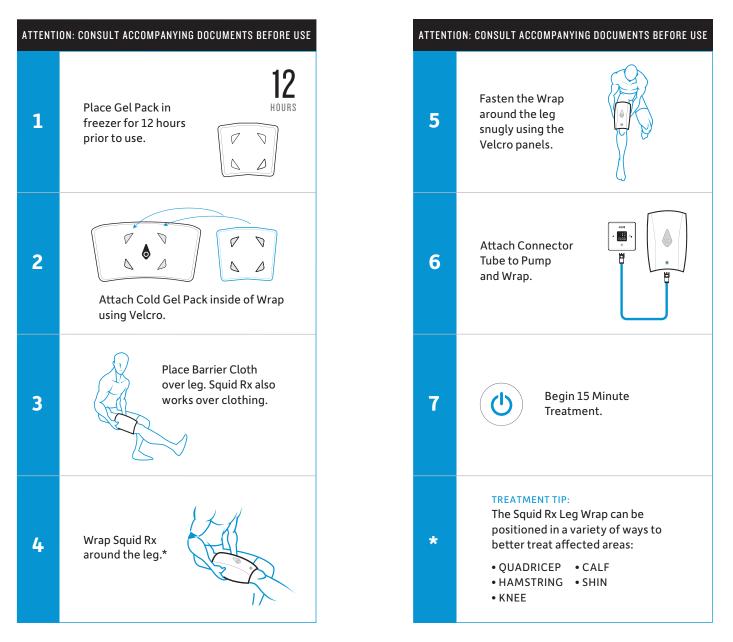
## **ELBOW WRAP: QUICK START GUIDE**



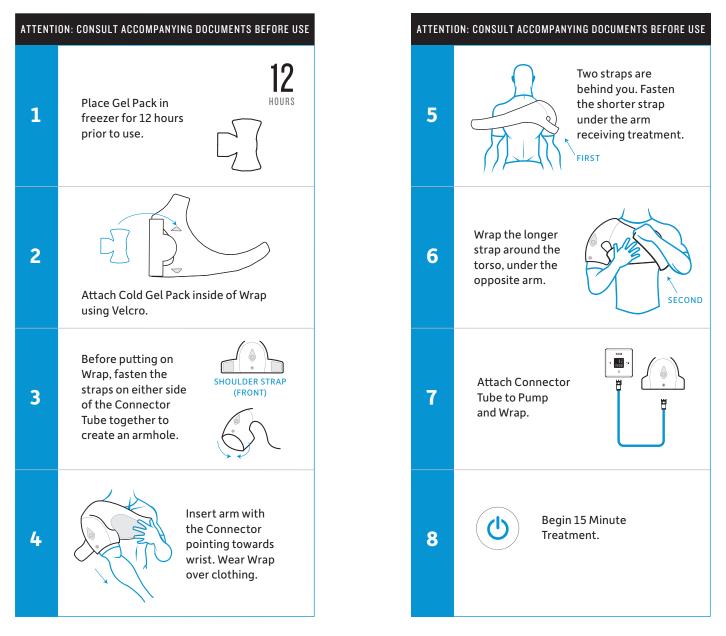
## **KNEE WRAP: QUICK START GUIDE**



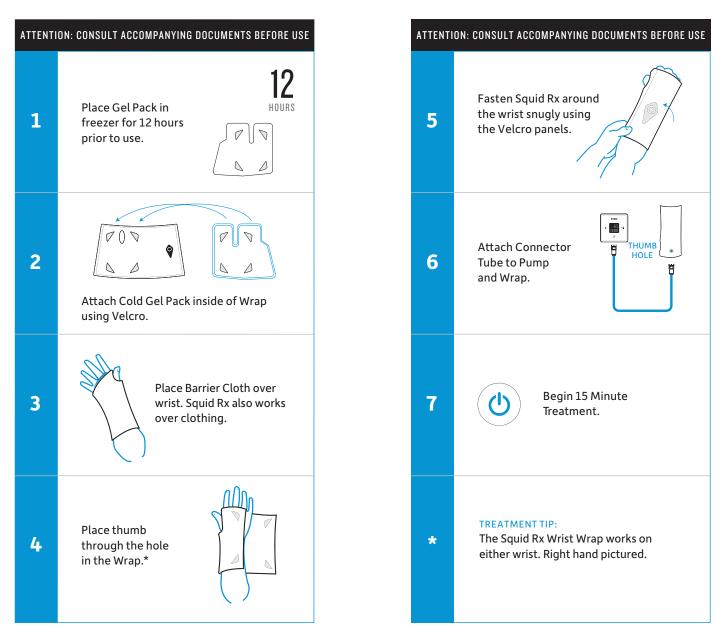
## LEG WRAP: QUICK START GUIDE



## SHOULDER WRAP: QUICK START GUIDE



## WRIST WRAP: QUICK START GUIDE



# CLEANING

The Cold Gel Pack Connectors, Tubes and Wrap can be cleaned with a soft cloth, soap, and water.

**Wrap:** Wipe dry and air dry following each use. Do not machine wash. Do not dry clean. Do not iron. Do not submerge in water.

Gel Pack: Wipe dry following each use.

**Cloth:** Machine wash warm. Tumble dry low. Do not bleach. Do not dry clean. Avoid the use of fabric softeners.

# CAUTION!

The Squid Rx Pump is not waterproof. Do not apply a direct stream of any liquid onto the Squid Rx Pump; do not submerge it; and do not allow any liquid to pool on the surface of the front panel.

## **OPERATING CONDITIONS**

Temperature	50°F-104°F (10°C-40°C)
	The Squid control unit is not intended
	to be worn or hand held.
	to be worn or nand field.

Maximum Atmospheric Pressure ..... 700-1060 hPa

**Conditions of Visibility:** 

Ambient Luminescent Range...... 100 lx – 1500 lx

Viewing Angle..... Normal to the display ± 30°C

# **STORAGE AND TRANSPORTATION**

- Make sure the Pump control unit is turned off and not plugged to a power source.
- Place the Squid Rx Pump control unit and AC Adapter in a safe, cool, and dry place when not in use.
- Wrap and Connector Tube must be dry before storing in a cool and dry place. The Wrap and Connector Tube may be rolled prior to storage.
- The Cold Gel Pack should be wiped dry and stored in a cool dark place. When storing for longer than two weeks, place the Cold Gel Pack inside a sealed plastic container or bag prior to storing to minimize evaporation.

# This unit contains a Lithium-ion Battery. Please observe the following Battery Storage Cautions:

Do not store Squid Rx Pump where it is exposed to high temperatures, direct sunlight, rain, water, or high humidity.

# STORAGE CONDITIONS AND TRANSPORTATION CONDITIONS

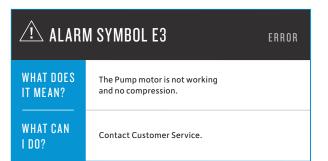
Temperature	Store at room temperature. $14^{\circ}F - 104^{\circ}F (-10^{\circ}C - 40^{\circ}C);$ less than 95°F (35°C) for improved battery life.
Maximum Atmospheric Pressure	700 – 1060 hPa
Humidity	30%RH-90%RH

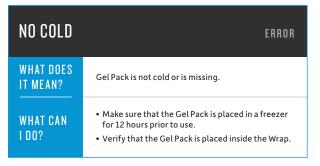
Avoid direct sunlight

# TROUBLESHOOTING

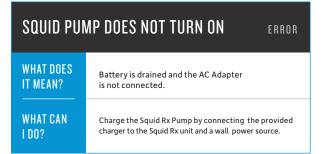
ALARM SYMBOL E1			
WHAT DOES It mean?	The Pump pressure did not reach the n pressure. Can occur if the cuff is not cc to the Pump or the Wrap/Tube has an a preventing the Pump from reaching m pressure within 3 minutes.	onnected to hir leak	
WHAT CAN I DO?	Verify that Connector Tube to the Squid and Wrap are securely connected and is no leak from the system. If no visible a leak is apparent and error signal pers contact Customer Service.	that there reason for	

🖄 ALARN	N SYMBOL E2	ERROR
WHAT DOES It mean?	The Pump pressure exceeded the maxi pressure of the mode. This can occur if applies external pressure to the Wrap. over-pressure would also indicate a ma	the user Any other
WHAT CAN I DO?	Remove external pressure from the Wi remove Wrap. Do not use for one hour. persists, contact Customer Service.	





NO COMPR	ESSION	ERROR
WHAT DOES IT MEAN?	The Pump is working but the Wrap is not compressing.	
WHAT CAN I do?	<ul> <li>Make sure that the Wrap is positioned agabody and secured using the Velcro closur</li> <li>Make sure Wrap is fully deflated prior to v</li> <li>Make sure the Connector Tube is connect Pump control unit and the Wrap.</li> <li>Inspect the Wrap and Connector Tube for</li> </ul>	e. vearing. :ed to the



# SYMBOLS DESCRIPTION

UL

5V/1.2

#### MODEL: SQUID Rx

)	Medical Equipment with respect to electrical shock, fire, and mechanical hazards only in accordance with UL 60601-1
2A	Powered by Direct Current

Ŕ	Type BF Applied Parts
IP 21	IP 21 Classified
	Class II Equipment
ĺĺ	Operating Instructions
<u>!</u>	Do not use this device if you have any of the conditions listed in the User Manual. Consult accompanying documents before use.
<b>***</b>	Manufacturer: Portable Therapeutix LLC 9000 Southwest Freeway, Suite 424 Houston, TX 77074 USA
R only	Prescription use only. Federal law restricts this device to sale by or on the order of a licensed health care practitioner.

## **PRODUCT CONTAINS LI-ION BATTERIES**

Li-ion batteries contain large amount of energy and are manufactured with safety features incorporated. Mishandling may cause the battery to leak, catch fire, or explode and result in personal injury and/or property damage. Please strictly observe the following prohibitive measures.

# DANGER!

Failure to observe the following procedures may result in battery leakage, heat, bursting, and serious personal injury.

- 1. Do not remove battery from Squid Rx Pump.
- 2. Never dispose of batteries in fire.
- 3. Keep Squid Rx Pump away from combustible materials.
- 4. Do not incinerate or heat Squid Rx Pump.
- 5. Do not disassemble, alter, or reconstruct Squid Rx Pump.
- 6. Batteries contain strong colorless electrolyte, which may cause permanent loss of eyesight and injury when in direct contact with eyes or skin. Immediately flush with clean water when in contact with leaked electrolyte and consult a physician.



- 1. Do not immerse Squid Rx Pump in water.
- 2. Do not store Squid Rx Pump in temperatures exceeding 104°F (40°C) and in direct sunlight.
- 3. Li-ion batteries have a predetermined operating life even if they have never been used. Batteries remaining unused and uncharged for more than 12 months, or having very short usage time should be replaced. Do not attempt to continue charging or discharging such b atteries.
- Do not leave the Squid Rx Pump connected to the charger if it generates an odor and/or heat, leaks electrolyte, or causes any other abnormality.
- 5. Use only supplied charger to charge the battery and follow all of the safety guidelines in this manual.

# 🔔 CAUTION!

- Do not remove the battery from the Squid Rx Pump and do not use the battery outside of the specified temperature range on the specification; otherwise, the battery might cause heat generation, damage, or deterioration of its performance.
- 2. Do not charge Li-ion battery outside the range of  $32^oF-104^oF$  (0°C  $-40^oC$ ).
- Handle damaged or leaking batteries with care, personal injuries may result from mishandling. If battery is leaking, do not use or charge the device. Contact customer service.
- 4. Recycling may be required for your region; consult local recycling facility for more information.

# INFORMATION ON ELECTROMAGNETIC COMPATIBILITY

- Medical Electrical Equipment needs special precautions regarding EMC and needs to be installed and put into service according to the EMC information provided in the Accompanying Documents.
- 2. Portable and Mobile RF Communications Equipment can affect Medical Electrical Equipment.

# WARNING!

The use of accessories, transducers and/or cables other than those specified, with the exception of those sold by the manufacturer as replacement parts for internal components, may result in increased emissions or decreased immunity of the equipment or system.

# GUIDANCE AND MANUFACTURER'S DECLARATION - EMISSIONS

The Squid Rx is intended for use in the electromagnetic environment specified below. The customer or user of the Squid Rx should ensure that it is used in such an environment.

# EMISSIONS TEST ELECTROMAGNETIC ENVIRONMENT - GUIDANCE

RF EMISSIONS CISPR 11	<b>COMPLIANCE: GROUP 1</b> The Squid Rx uses RF energy only for its internal function. Therefore, its RF emissions are very low and are not likely to cause any interference in nearby electronic equipment.
RF EMISSIONS CISPR 11	COMPLIANCE: CLASS B
HARMONICS IEC 61000-3-2	COMPLIANCE: CLASS A
FLICKER IEC 61000-3-3	COMPLIES

The Squid Rx is suitable for use in all establishments, including domestic, and those directly connected to the public low-voltage power supply network that supplies buildings used for domestic purposes.

# WARNING!

The equipment or system should not be used adjacent to or stacked with other equipment and that if adjacent or stacked use is necessary, the equipment or system should be observed to verify normal operation in the configuration in which it will be used.

# GUIDANCE AND MANUFACTURER'S DECLARATION - IMMUNITY

The Squid Rx is intended for use in the electromagnetic environment specified below. The customer or user of the Squid Rx should ensure that it is used in such an environment.

IMMUNITY TEST	IEC 60601   Test Level	COMPLIANCE	ELECTROMAGNETIC Environment – Guidance
ESD IEC 61000-4-2	±6kV Contact ±8kV Air	±6kV Contact ±8kV Air	Floors should be wood, concrete or ceramic tile. If floors are synthetic, the r/h should be at least 30%.
EFT IEC 61000-4-4	±2kV Mains ±1kV I/Os	±2kV Mains ±1kV I/Os	Mains power quality should be that of typical commercial or hospital environment.
SURGE IEC 61000-4-5	±1kV Differential ±2kV Common	±1kV Differential ±2kV Common	Mains power quality should be that of a typical commercial or hospital environment.
VOLTAGE DIPS/DROPOUTS IEC 61000-4-11	>95% Dip for O.5 Cycle 60% Dip for 5 Cycles 30% Dip for 25 Cycles >95% Dip for 5 Seconds	>95% Dip for 0.5 Cycle 60% Dip for 5 Cycles 30% Dip for 25 Cycles >95% Dip for 5 Seconds	Mains power quality should be that of a typical commercial or hospital environment. If the user of the Squid Rx requires continued operation during power mains interruptions, it is recommended that the Squid Rx be powered from an uninterpretable power supply or battery.
POWER FREQUENCY 50/60Hz Magnetic Field IEC 61000-4-8	3A/m	3A/m	Power frequency magnetic fields should be that of a typical commercial or hospital environment.

IMMUNITY TEST	IEC 60601 Test level	COMPLIANCE	ELECTROMAGNETIC Environment – Guidance
CONDUCTED RF IEC 61000-4-6 Radiated RF IEC 61000-4-3	3 Vrms 150 kHz to 80 MHz 3 V/ms 80 MHz to 2.5 GHz	(V1)= 3Vrms (E1)= 3V/m	Portable and mobile communications equipment should be separated from the Squid Rx by no less than the distances calculated/ listed below: D = (3.5/V1)(Sqrt P) $150kHz to 800MHz$ $D = (3.5/E1)(Sqrt P)$ $80 to 800MHz$ $D = (7/E1)(Sqrt P)$ $800MHz to 2.5 GHz$ Where P is the max power in watts and D is the recommended separation distance in meters. Field strengths from fixed transmitters, as determined by an electromagnetic site survey, should be less than the compliance levels (V1 and E1).
		(((••)))	Interference may occur in the vicinity of equipment containing a transmitter.

# RECOMMENDED SEPARATIONS DISTANCES FROM THE SQUID Rx

The Squid Rx is intended for use in the electromagnetic environment in which radiated disturbances are controlled. The customer or user of the Squid Rx can help prevent electromagnetic interference by maintaining a minimum distance between portable and mobile RF Communications Equipment and the Squid Rx as recommended below, according to the maximum output power of the communications equipment.

MAX OUTPUT POWER (WATS)	Separation (m) 150kHz to 80MHz D=(3.5/V1)(Sqrt P)	Separation (m) 80 to 800MHz D=(3.5/E1)(Sqrt P)	Separation (m) 800MHz to 2.5GHz D=(7/E1)(Sqrt P)
0.01	0.11667	0.11667	0.23333
0.1	0.36894	.36894	0.73785
1	1.1667	1.1667	2.3333
10	3.6894	3.6894	7.3785
100	11.667	11.667	23.333

# MANUFACTURER'S LIMITED WARRANTY

Opening the Squid Rx Pump case or attempting to self-service any part of the Squid Rx will void the warranty and may cause injury.

#### PUMP LIMITED WARRANTY

Portable Therapeutix, warrants that the Squid Rx Pump Control Unit ("Pump") (if properly used) will be free from defects in materials and workmanship for a period of one year from the date of purchase. If the Pump, malfunctions during the warranty period, then Portable Therapeutix will at its option either repair or replace the Pump. If Portable Therapeutix elects to replace the Pump it may do so with a new or reconditioned Pump. Your original one year warranty period shall be extended by the number of days that the Pump is in the possession of Portable Therapeutix until it ships the repaired or replacement Pump back to you. This warranty and other warranties that may exist under state or federal laws is non-transferable and only available to the original purchaser.

#### WRAP AND TUBE LIMITED WARRANTY

Portable Therapeutix warrants that the Squid Rx Wrap and Connector Tube (if properly used, including following the care and use instructions) will be free from defects in material and workmanship for a period of one year from the date of purchase. If the Wrap or Connector Tube, malfunctions during the warranty period, then Portable Therapeutix will at its option either repair or replace the Wrap or Connector Tube. If Portable Therapeutix elects to replace the Wrap or Connector Tube it may do so with a new or reconditioned Wrap or Connector Tube. Your original

one year warranty period shall be extended by the number of days that the Wrap or Connector Tube is in the possession of Portable Therapeutix until it ships the repaired or replacement Wrap or Connector Tube back to you. This warranty and other warranties that may exist under state or federal laws is non-transferable and only available to the original purchaser.

#### **GEL PACK LIMITED WARRANTY**

Portable Therapeutix warrants that the Gel Pack (if properly used, including following the care and use instructions) will be free from defects in material and workmanship for a period of one year from the date of purchase. If the Gel Pack, malfunctions during the warranty period, then Portable Therapeutix will at its option either repair or replace the Gel Pack. If Portable Therapeutix elects to replace the Gel Pack it may do so with a new or reconditioned Gel Pack. Your original one year warranty period shall be extended by the number of days that the Gel Pack is in the possession of Portable Therapeutix until it ships the repaired or replacement Gel Pack to you. This warranty and other warranties that may exist under state or federal laws is non-transferable and only available to the original purchaser. THE GEL PACK WILL HAVE A NATURAL EVAPORATION OVER TIME.

#### EXTENT OF LIMITED WARRANTY

This limited warranty of the Pump does not cover damages due to external causes, including without limitation misuse, alteration or repair by a non-authorized person; accident or use not in accordance with the product instructions. The limited warranty of the Wrap, Gel Pack, and Connector Tube does not cover damages due to external causes, including without limitation, misuse; alteration or repair by a nonauthorized person; accident; cutting or puncturing of the Wrap, Gel Pack, Connector Tube, or the bladder in the Wrap; or use not in accordance with the product instructions as well as failure to follow the care and cleaning instructions in the manual. The limited warranty of the Gel Pack does not cover the natural evaporation of the gel over time.

#### HOW TO OBTAIN WARRANTY SERVICE

To obtain warranty service you should contact our Service Department at 281-823-9600, or you may email our service department at support@portabletherapeutix.com.

If Portable Therapeutix authorizes the return of the Pump; Wrap; Connector Tube; or Gel Pack for warranty, you will be given a Return Authorization Number. This number must be on your shipping package or the unit or it will not be accepted.

You are responsible for shipping the unit to Portable Therapeutix and you are responsible for any damages or loss incurred during shipping, other than any damage that was the result of your warranty claim.

#### WARRANTY LIMITATIONS AND EXCLUSIONS

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## ACTIVE COLD COMPRESSION DEVICE & COLD PACK

### SUPPORT

For all servicing, questions or complaints – in the U.S. visit Squid Rx Support at: www.SquidRx.com/support or call +1-281-823-9600



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