

Error	Possible Cause	Measures
Device does not work, no display readings	<ol style="list-style-type: none"> 1. Mains plug not properly connected 2. No mains supply 3. Fuse or other defect 	<ol style="list-style-type: none"> 1. Check plug-in connection at the back of the device and the mains plug to socket 2. Check the mains plug is functioning and switched on 3. Contact Hilotherapy UK to arrange a replacement device
No cooling	<ol style="list-style-type: none"> 1. Overcooled element due to cuff impingement 2. Fault with heat exchanger 	<ol style="list-style-type: none"> 1. Turn device off for 15-20 minutes to allow the element to return to normal. Restart the device and be careful to ensure cuff does not impinge again. 2. Contact Hilotherapy UK to arrange replacement device
No or insufficient water circulation	<ol style="list-style-type: none"> 1. Kinks in the cuff or tubing 2. Plug-in coupling is not locked in place 3. Pump is defective 	<ol style="list-style-type: none"> 1. Check correct positioning of the cuff and tubing. Ensure the white hilofix bandages are not impeding circulation 2. Check plug-in couplings are locked into position 3. Contact Hilotherapy UK to arrange replacement device
Display reading 'Error water level'	<ol style="list-style-type: none"> 1. Insufficient water in tank 2. Water level indicator error 	<ol style="list-style-type: none"> 1. Replenish with distilled water 2. Contact Hilotherapy UK to arrange replacement device
Display reading 'Error Temperature sensor W'	<ol style="list-style-type: none"> 1. Faulty temperature sensor 	<ol style="list-style-type: none"> 1. Contact Hilotherapy UK to arrange replacement device
Display reading 'Error overtemperature'	<ol style="list-style-type: none"> 1. Ambient temperature of room is too high (over 35°C) 2. Device defective 	<ol style="list-style-type: none"> 1. Turn off device and allow to cool down. Move to a cooler ambient temperature if possible and restart 2. Contact Hilotherapy UK to arrange replacement device
Display reading 'Error Temperature falling below'	<ol style="list-style-type: none"> 1. Ambient temperature of room is too low (below 4°C) 2. Device defective 	<ol style="list-style-type: none"> 1. Adjust ambient temperature of the room if possible and allow device to adjust to the temperature of the room before using 2. Contact Hilotherapy UK to arrange replacement device
Display Reading 'Error pump'	<ol style="list-style-type: none"> 1. Pump defect 	<ol style="list-style-type: none"> 1. Contact Hilotherapy UK to arrange replacement device
Display reading 'Error flow' including beep and switching off	<ol style="list-style-type: none"> 1. Kink in cuff or hose 2. Cuff applied too tightly 3. Motor blocked 	<ol style="list-style-type: none"> 1. Check the cuff and hose. Remove kink and restart. 2. Check white hilofix bandages are not impeding flow of water through the cuff and loosen fitting if necessary 3. Contact Hilotherapy UK to arrange replacement device
Display reading 'Error device overheats'	<ol style="list-style-type: none"> 1. Ambient temperature too high (over 35°C) 2. Air circulation is impeded 3. Heat exchanger defect 	<ol style="list-style-type: none"> 1. Turn off device and allow to cool down. Move to a cooler ambient temperature if possible and restart 2. Check the device has clear space to each side and above (20cm to sides and 10cm above) and that air ventilation is not being impeded. Reposition if necessary. 3. Contact Hilotherapy UK to arrange a replacement device
Display reading 'Error Temperature sensor L'	<ol style="list-style-type: none"> 1. Faulty temperature sensor 	<ol style="list-style-type: none"> 1. Contact Hilotherapy UK to arrange a replacement device
Display reading 'Error Peltier'	<ol style="list-style-type: none"> 1. Faulty peltier 	<ol style="list-style-type: none"> 1. Contact Hilotherapy UK to arrange a replacement device
Display reading 'Error Fan'	<ol style="list-style-type: none"> 1. Faulty fan 	<ol style="list-style-type: none"> 1. Contact Hilotherapy UK to arrange a replacement device
Plug-in connection of the tubing difficult to insert	<ol style="list-style-type: none"> 1. Connector points not lubricated 2. Connector points damaged 	<ol style="list-style-type: none"> 1. Lubricate plug-in nozzle with a small amount of vaseline 2. Contact Hilotherapy UK to arrange a replacement device