

## Hilotherm Homecare User Instructions

1. In order to use the device you will need the supplied ice packs to be fully frozen. Alternatively you can use ice (fill the device to the min. line with ice and then add water to the max. line)
2. Place the homecare device on a flat surface near a power socket and within easy reach of where you will be sitting
3. Release the clamping devices from the top of the device and remove the lid
4. Empty the ice packs and remove any packaging material
5. Fill with tap water to the minimum water level
6. Add 3-6 ice packs (or ice) ensuring water does not go above the maximum level
7. Ensure the device is placed on a flat surface as detailed above
8. Connect the two parts of the power supply together, plug in the power supply and turn on at the mains.
9. Attach the blue connector hose to the connector points on the device (there should be an audible click)
10. Plug the face/body cuff into the other end of the blue connector hose (audible click)
11. Turn on the device (hold button down for a few seconds)
12. Locate the green de-airing button within the water chamber on the underneath of the control panel and hold down for around 10 seconds to remove air from the system.
13. Replace the lid and close clamping devices
14. Adjust the temperature up and down to the required temperature. When the temperature display is flashing the device is not at temperature. When the temperature display is not flashing the device is at temperature. Once the device is at temperature, apply cuff.
15. Ensure the tubes are not squeezed or squashed. Water should be able to flow freely from the device, through the cuff and hose and back to the device.
16. When device has been used for a period of time (approximately 2-4 hours) the temperature display will start flashing and the device will not be at temperature. To continue using the treatment you will need to replace the ice packs with fully frozen ones or top up with ice.
17. When turning off the device, hold down the button to switch off.
18. If you wish to remove cuffs/hoses please ensure the device is turned off before doing so and be aware that a small amount of water may leak upon removal.



**Checklist for Homecare Device**

Homecare Device x 1	<input type="checkbox"/>
Lid to Homecare Device x 1	<input type="checkbox"/>
Blue duo hose x 1	<input type="checkbox"/>
Power adapter (in 2 parts) x 1	<input type="checkbox"/>
Ice packs x 12	<input type="checkbox"/>
Carry case x 1	<input type="checkbox"/>

**Frequently Asked Questions**

**What temperature should the device be set to?**

Face 16-19°C Head & neck 15-20°C Breast/torso 18-21°C  
Extremities 15-18°C (from 10°C with heavy bandages)  
Arthritis or persistent joint issues 18-20°C (or higher for those 80 yrs +)

**How will I know the device is at the right temperature to be used?**

The temperature displayed will stop flashing and remain as a constant display.

**How will I know when the device is not at the temperature set?**

The temperature display will flash and continue to flash until the set temperature is achieved.

**How long can I use Hilotherapy for?**

2kgs of ice or 6 ice packs should maintain the temperature of the cuff for 4-6 hours. If the ice or ice packs are replenished when the temperature display starts to flash, use can be continued once the set temperature is reached (i.e. until the display stops flashing)

**The Hilotherapy device does not seem to be working properly. What do I do?**

Apologies for any inconvenience caused. Please refer to the 'malfunctions & troubleshooting' information sheet to see if the issue can be easily resolved. If not, please contact us on 08445 796 672 or [homecare@hiloterapyuk.com](mailto:homecare@hiloterapyuk.com)

**To watch a set up video for Hilotherm Homecare Device –**

<http://www.hiloterapyuk.com/information-downloads>

Please note the device in the video is an older style and uses a separate device for de-airing. Please use the green button to de-air as detailed in these instructions.

**To arrange collection of your Homecare Device or for any queries please contact:**

Email – [homecare@hiloterapyuk.com](mailto:homecare@hiloterapyuk.com)

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