

## Malfunctions & troubleshooting

No.	Malfunction	Method of testing	Measures
<b>1</b>	<b><u>The cuff does not cool</u></b>		
1.1	Cuff is kinked	Using your fingers check the pressure as the water goes in and comes out of the cuff. If there is pressure going in but not out the cuff will need to be adjusted.	Position the cuff properly and adjust your position if necessary so that the water pressure runs completely through the cuff and back to the device.
1.2	The device has not been bled	Check the pressure of the cuff. If there is no water pressure either going into or out of the cuff, the device may need air to be removed from the pump system	To remove air from the system, switch the device on and hold & press the green button located under the water tank lid until water comes through the pump into the tank.
1.3	The pump is defective	Malfunction message =3 on display	Bleed air from the pump as detailed above and restart device. If error still occurs please contact us for replacement device
1.4	Plug-in coupling is not locked into place either at cuff or device	Loosen & reconnect plug-in connections	Press plug-in connections in until they audibly lock in place.
1.5	Hose is no longer connected to circulation pump	Check hose and pump inside the water tank	Inside the water tank is a black hose and pump. Ensure this is properly connected and not loose.
1.6	An air bubble has formed in the circulation pump	Circulation pump is running but not pumping any water	Inside the water tank is a black hose and pump. Lift the circulation pump out of the water and slowly immerse again. Possibly clean the filter as this may be blocked.
1.7	Cuff does not fill up or only fills up a small amount	The coupling may be clogged up.	Unplug the right coupling on the front of the device and clean it. Press the green button inside the water tank repeatedly for 3 seconds each time in order to rinse it out.
<b>2</b>	<b><u>Required temperature is not reached</u></b>		
2.1	Cold reservoir is exhausted	The ice or thermal pack has melted. The cuff becomes warm.	Refill with ice or frozen ice packs
2.2	Reading flashes, temperature is not reached	Cuff is too cold	Too much ice or too many thermal packs in water reservoir. Remove part of the ice or thermal pack. Lay the cuff onto skin (the water in the mixing chamber will be warmed up by body temperature).
2.3	Filter in circulation pump is clogged up	Clean filter in line with operating instructions 4.3 page 9	Clean filter in line with operating instructions overleaf
<b>3</b>	<b><u>Plug-in connection of duo hose cannot be connected</u></b>		
3.1	Grip ring of metal coupling is stuck	Plug-in nozzle cannot be plugged in	Slide grip ring without connector plug. Grease connection if necessary (Vaseline etc)
3.2	Blue duo hose cannot be connected to port at the device	Press down the release plate on the coupling which attaches the hose to the device.	Press release plate down on the coupling which attaches the hose to the device. Grease connection if necessary.
<b>4</b>	<b><u>Plug connection is sluggish</u></b>		
4.1	O-ring (ports on device for connecting hose) coupling is dry/greaseless	Coupling and connector plug are hard to connect	Grease connection with Vaseline etc.
4.2	Plug-in connection is damaged	Visible damage if connector plug or coupling	Please contact us immediately for replacement
<b>5</b>	<b><u>Device does not work, no display reading</u></b>		
5.1	Power failure	Check power supply	Check connections. Please note hold the power on button for a few seconds and wait until the
5.2	Power cord is defective	Replace power cord	Please contact us immediately for replacement
5.3	The control panel has lost calibration	The buttons do not work	Unplug the device from the mains and reconnect. This will recalibrate the device.
<b>6</b>	<b><u>Error displays</u></b>	<b>Cause</b>	<b>Measure</b>
6.1	=1	Temperature >25°C	Refill with ice or frozen ice packs
6.2	=2	Temperature sensor contact interrupted	Please contact us immediately for replacement
6.3	=3	Malfunction of pressure pump	Restart, inspect contacts of pump, is unsuccessful please contact us immediately for replacement.
6.4	No reading, continuous tone	Control error	Please contact us immediately for replacement

## HILOTHERM Homecare

### Instructions to clean or change the filter of the circulation pump

The filter of the circulation pump has to be cleaned regularly.

**When the filter is blocked with dirt, the device will no longer cool**

- Lift the circulation pump out of the tank. Make sure the hose attached to the pump doesn't come



- Carefully remove the grid from the circulation pump
- Take the filter out and clean it in tap water.
- Place the filter in the pump again. The round hole should fit onto the pin.



- Click the grid onto the pump again and place the pump back in the tank.

**PLEASE MAKE SURE THAT NO DIRT GETS INTO THE WATER TANK AT ANY TIME!**

**Attention: The device must not operate without filter**