



DonJoy® IceMan® CLEAR³ Cold Therapy Unit Trouble Shooting Tips

THIS DEVICE CAN BE COLD ENOUGH TO CAUSE SERIOUS INJURY. READ AND UNDERSTAND ALL WARNINGS AND INSTRUCTIONS FOR USE BEFORE USING THIS DEVICE. ADDITIONAL WARNINGS APPEAR IN THE INSTRUCTIONS FOR USE.



Pump will not turn on

- Check all electrical connections and make sure the wall plug has power

Cold pad will not cool down

- Make sure trapped air is out of cold pad once power is applied
- Make sure cooler is filled with ice and water
- Check all hose connections and make sure cold pads wrapped properly to allow water to flow
- Check and clean filter cap located under the pump assembly. First begin by draining the cold therapy unit. Then remove the filter cap located underneath the pump assembly by unsnapping it. Clean the filter cap, removing any material that may be clogging the filter. Finally, reinstall the filter cap before using the device

Cold pad pressure is low

- Check water level. Add water if necessary
- Make sure trapped air is out of cold pad

No water flow

- Check water level. Add water if necessary
- Check and clean filter cap located under pump assembly
- Cold pad and hose are wrapped too tightly or the hose is kinked. Unwrap and rewrap the cold pad with cold therapy unit running, making sure water is circulating freely throughout the cold pad and the hose is not kinked
- Make sure connection between the cold therapy unit hose and cold pad hose is properly connected

Water leak at connector

- Connector between cold therapy unit hose and cold pad hose is not properly connected
- Stop machine, disconnect hose, and reconnect hose listening for a “snap” or “click”, and restart the unit
- Check barrier to ensure it is dry. Replace with dry barrier, if it is wet

Water leak at cold pad

- Faulty cold pad, replace
- Check barrier to ensure it is dry. Replace with dry barrier, if it is wet

Magnetic or Electromagnetic Interference

- Reorient or relocate the device. Increase the separation between the equipment. Plug the power supply into an outlet on a circuit different from that to which the other device(s) are connected

For product support call

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